

# IBM Storage Expert Care for IBM Storage Fusion and Fusion HCI

A simplified, standardized support approach  
to optimize availability and reduce costs

## ■ Highlights

Extend your warranty  
and enhance service  
levels with simple pricing

Choose the right support  
level and duration for  
your business needs

Obtain expert, dedicated  
support from an IBM  
Storage Technical  
Account Manager

### **Maintaining uptime is critical to your enterprise**

Unplanned downtime can have significant impacts on your business. In addition to direct loss of revenues, unplanned downtime may lead to the damage of reputation, customer loyalty and more. You need to be confident that your support model for your IBM Storage Fusion® and IBM Storage Fusion HCI storage facilitates high availability while optimizing system performance. When it comes to system maintenance, you also want to procure critical services as easily as possible. You need a simplified, standardized storage maintenance approach that helps reduce downtime and costs and frees your IT staff for more strategic business goals.

IBM® Storage Expert Care offers you a new way of attaching services and support to IBM Storage products through service tiers that let you choose the right level of support for your systems. By enabling the procurement of tiers during the product purchase transaction, the approach gives you access to IT services that can help you avoid longer procurement and contracting processes. And by providing committed maintenance for your IBM Storage products, IBM Storage Expert Care can help you reduce repair costs and revenue loss while increasing customer confidence and shareholder trust.

### **Extend your warranty and enhance service levels with simple pricing**

The base warranty on IBM Storage Fusion storage is limited to one year of subscription and 24x7 support. The IBM Storage Fusion HCI storage base warranty is limited to one year of 9x5 next-business-day, parts-only including IBM onsite limited and 90-day IBM Software Maintenance services.

IBM Storage Expert Care services allow you to define additional levels of support you need as a fixed percentage of the hardware price for the duration you choose. You also have the option to select additional IBM Technology Lifecycle Services such as IBM Media Retention Services and machine setup support to complement the services.

### **Choose the right support level and duration for your business needs**

IBM Storage Expert Care for IBM Storage Fusion offers two service tiers: Basic, and Premium. These services are available at the time of purchase. Once you choose the service level, simply select the duration of coverage desired, from 1 to 5 years.



IBM Storage System	Basic	Premium
IBM Storage Fusion	x	x
IBM Storage Fusion HCI	x	x
<b>Services</b>		
IBM Hardware Maintenance*: 9x5 next-business-day onsite repair	x	
IBM Software Maintenance		x
IBM Hardware Maintenance * with enhanced response time: 24x7 same-day onsite repair		x
Dedicated support from an IBM Storage Technical Account Manager (TAM)		x
Predictive support issues alerts		x
Enhanced 30-minute response time for Severity 1 and 2 issues <sup>1</sup>		x
Remote code loads up to twice yearly		x

Figure 1. Hardware Maintenance applies only to IBM Storage Fusion HCI

### Obtain expert, dedicated support from an IBM Storage Technical Account Managers

With IBM Storage Expert Care Premium, you gain dedicated support from an IBM Storage TAM, a highly specialized subject matter expert with deep technical expertise on IBM Storage platforms who can provide significant value to your organization. The TAM reviews your entire IT environment and is your single point of contact for any issue, focusing on proactive actions to prevent issues from happening and on problem resolution. With recommended proactive measures, IBM can help you avoid unplanned downtime and maintain high reliability and availability of your systems. TAMs are different from traditional technical support specialists in that they develop a long-term relationship with you and are your organization's advocate. Moreover, they have direct collaboration with IBM product development and engineering labs and can deliver enhanced services to your enterprise to meet your business objectives.

You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7

## Technical Account Managers follow a six-step plan for client success



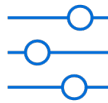
### Quick start

Ensures the product is installed successfully by working with you and IBM service representatives during a pre-install delivery assessment to ensure Call Home and remote support functions are enabled along with Storage Insights Pro. A welcome call is hosted post-installation to share a technical support plan.



### Single point of contact

Acts as your key interface and dedicated single point of contact for all issues and a fast path to receiving priority status for all Severity 1 and 2 cases



### Code currency

Works with you to develop proactive code roadmap recommendations that best fit your requirements while providing the highest level of availability and reducing risks



### Critical issue prevention

Proactively contacts you in an event the IBM lab identifies an issue that may affect your operations. Provides relevant information about the risk, and more important, what actions to take to protect your systems



### Knowledge sharing

Shares best practices from years of experience and deep technical skills related to IBM storage solutions, all custom-tailored to your environment



### Ultimate client advocate

Builds a trusted client relationship by providing monthly activity reports, holding quarterly interlocks with you and gaining knowledge of your IT ecosystem

## **Conclusion**

IBM Storage Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It is designed to standardize support for IBM Storage Fusion storage, delivering a straightforward quote for a single system. IBM Storage Expert Care allows you to decide the support level and period you need, which helps ensure more predictable maintenance costs and reduce deployment and operating risks. With IBM as your single source of support from reporting to resolution, you can dramatically optimize system availability, reduce costs and unburden your staff to focus on competencies and business priorities.

## **Why Technology Lifecycle Services?**

IBM Technology Lifecycle Services professionals have deep expertise in the technology industry. Our experts support over 19,000 IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

## **For more information**

To learn more about IBM Expert Care, please contact your IBM representative or IBM Business Partner®, or visit [ibm.com/services/systems-support](https://ibm.com/services/systems-support).

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1 Severity 3 and 4 cases opened outside of business hours do not qualify for 24x7 response and will be responded to on the next business day.

