

Welcome to IBM Technical Support Services


Your IBM hardware and software support contact guide

Thank you for choosing IBM Technical Support Services.

We hope this guide will provide a helpful starting point, so you can make the most of your IBM maintenance agreement. If you have a Hardware or Software problem, this guide will help you to contact the right person to solve the problem quickly.

Total support from IBM

- ▶ IBM can provide you with single support service across your IT infrastructure
- ▶ IBM Service covers IBM products and other major brands including HP, Sun/Oracle, Dell, and EMC and Cisco

 **Contact us today for further
information**

How to place a call for hardware service
You can place a call by either calling
the Service Centre on 03705 500 900 (UK)
or 00 353 1 881 1444 (Ireland)

Or if you prefer via our

Service Request
Application Tool (SR)

 **Click here**

The IBM Service Request (SR) application is used to open and update service requests (formerly called Problem Management Records or PMRs) online. It gives IBM customers the ability to place and monitor service requests electronically. This website can reduce the time spent in voice communication with IBM when placing service requests, monitoring status, cancelling a service request or providing additional information.

Upon submission you will receive an acknowledgement message and a service request number for future reference. At this point, your request is entered into the IBM call management process.

Information you will be asked for

- ▶ A contact name and telephone number for your location
- ▶ Your location address or locator code
- ▶ The four digit IBM machine type or four digit non-IBM pseudonym
- ▶ The machine serial number
- ▶ A description of the fault and its business impact
- ▶ A contact email address.

The Machine Type and Serial Number details, along with your level of service cover, can be found in your IBM Service Contract. The Machine Type and Serial Number is displayed as

Machine Type/Model XXXX-XXX

Serial Number XX-XXXXX

These details will help the IBM operator enhance our service, by quickly identifying the exact machine and formulating an action plan for service request resolution.

The operator will give you the IBM call reference number, which will be a seven digit alphanumeric reference specific to this call (e.g. B1S5T8H). This reference should be quoted for all future communication regarding this call.

Faster problem resolution

The IBM Electronic Service Agent software tool is a free service which automatically monitors hardware system events and system inventory. This custom designed remote support tool software can enhance warranty or maintenance agreements by improving hardware error reporting and providing regular transfer of system information (outbound only) to IBM support centres.



This proactive and automated approach can help reduce the need for your own staff to diagnose systems and report problems manually. In many cases, the Electronic Service Agent tool can discover hardware errors, determine necessary repairs and recommend replacement parts for installation before symptoms have been noticed and without any actions from client administrators.

 **Click here for more information**



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Information you will be asked for

- ▶ A contact name and telephone number for your location
- ▶ Your IBM Customer Number
- ▶ Platform and Product Information.

You will also be asked to provide a problem severity based on the following

- ▶ Critical problem/production at a standstill
- ▶ Significant effect on the business processes
- ▶ Moderate effect on the business processes
- ▶ Minimal effect on the business processes.

You can expect a Support Specialist to respond to the Service Request within two hours (24/7) for Severity 1 issues or two business hours for other severities. Each Service Request is assigned a Technical Resolver and an Owner. Together, they will ensure the Service Request demonstrates technical progression and regular communication according to the agreed severity.

If, at any point, you feel the Problem Management Record (PMR) is not being progressed please let us know via your preferred PMR communication method.

[You can find further information on the Software Support Handbook here](#)

[and further useful general contact numbers can be found here](#)

Other offerings provided by IBM TSS include

Multivendor Support

IBM has supported other manufacturers' products for over 20 years. With approximately 50 percent of our service calls for non-IBM products, our breadth and depth of skill ensures the same high levels of service quality for all products.

Remote Technical Support

Competitive and comprehensive software support for Red Hat, Novell (SUSE), VMware and Microsoft. IBM also offers Linux Subscriptions from Red Hat and Novell (SUSE). Based on its partnerships with vendors, IBM frequently offers a lower cost alternative and provides a more comprehensive support solution.

Enhanced Technical Support

Enhanced Technical Support bridges the gap between hardware and software support, providing you with a dedicated account advocate who works for you and for your IT systems availability.

Proactive monitoring of your system allows your account advocate to pre-empt and resolve potential problems before they arise, saving you from system downtime and any associated costs and revenue loss.

Supportline

Offering a remote support solution, our team of specialists supplement the skills of your internal staff, providing accurate and timely problem resolution. Through Support Line, we provide straightforward, efficient access to assistance on product installation, usage and system operation.

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