IBM offers Software Maintenance for IBM WebSphere DataPower Products

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At a glance

IBM® DataPower® MCRSA offers comprehensive, remote usage support for DataPower appliances to help with how-to and usage questions.

Overview

IBM WebSphere® DataPower Support registration (DataPower MCRSA) offers entitlement for one-year remote how-to, call-in support for WebSphere DataPower 9235 appliances. With WebSphere DataPower Support registration, you can:

- Obtain remote assistance to answer DataPower usage, installation, and technical questions
- Report DataPower appliance problems to WebSphere DataPower support specialists
- Obtain assistance to isolate and diagnose problems from WebSphere DataPower support specialists

Key prerequisites

The Hardware Maintenance coverage is a prerequisite for the overall support of the IBM WebSphere DataPower SOA Appliances. For information about warranty service upgrades and maintenance services, refer to the ServiceSuite™ and Enterprise Service Agreement (ESA) maintenance section of Hardware Announcement ZG08-0886, dated November 18, 2008.

Planned availability date

February 24 2009, except as follows

- March 2, 2009: Germany
- March 24, 2009: France
- April 1, 2009: BeNeLux and CEEMEA
- May 5, 2009: United Kingdom, Spain, Portugal
Description

IBM DataPower MCRSA offers comprehensive, remote usage support for DataPower appliances to help with how-to and usage questions. The WebSphere DataPower support team provides how-to level support and is designed to help you get questions answered quickly and efficiently within your time zone.

IBM DataPower MCRSA is a contract offering that enables you to maintain either voice or electronic support during normal business hours.

You get support for:

- Telephone or electronic access to IBM Specialist, 9 hours per day, 5 days per week within your time zone for non-critical how-to issues

The Hardware Maintenance coverage is a prerequisite for the overall support of the IBM WebSphere DataPower SOA Appliances. For information about warranty service upgrades and maintenance services, refer to the ServiceSuite and Enterprise Service Agreement maintenance section of Hardware Announcement ZG08-0886, dated November 18, 2008.

For additional information about IBM WebSphere DataPower SOA Appliances, refer to the Hardware Announcement ZG08-0886, dated November 18, 2008.

Prices

For pricing information, contact your IBM representative or IBM Business Partner.

Announcement countries

<table>
<thead>
<tr>
<th>Country</th>
<th>Availability date</th>
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<tbody>
<tr>
<td>Germany</td>
<td>March 3, 2009</td>
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<tr>
<td>United Kingdom</td>
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