IBM ServicePac for Enhanced Technical Support -- gateway is expanded for IBM Power System, IBM System i, and IBM System p clients

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At a glance

Enhanced Technical Support (ETS) -- gateway is a dedicated Web portal with advanced tools capability and a dedicated IBM® remote team which provide a superior and low-cost proactive support experience.

Overview

Enhanced Technical Support -- gateway (ETS -- gateway) is a service which complements and enhances the basic IBM support offerings, such as IBM Software Maintenance and IBM Hardware Maintenance, by providing a superior and low-cost proactive support experience.

ETS -- gateway will provide a dedicated Web portal that allows you to access personalized notifications regarding maintenance, security, and performance of your IBM Power System, IBM System i®, or IBM System p® server, which will help you to maximize your IT infrastructure availability.

Through the ETS -- gateway Web portal, you have also access to a dedicated team of IBM specialists who will assist you in the interpretation of the available reports and information and will provide related recommendations.

ServicePacs are available through the same Business Partners who sell the related IBM hardware. With these ServicePac®, you get an off-the-shelf upgrade solution at the same time you purchase the IBM machine. The number of unique ServicePacs is kept to a minimum with each part number supporting a range of machine types. To select the correct ServicePac for a particular machine type, you can use a selection guide that includes a complete list of machine types with cross-references. Alternatively, you can find ServicePac prices and information at


You can order ServicePacs by part number through SAP in the same way that you order your IBM hardware. The simple registration process ensures that you receive fast and efficient coverage.

To be eligible for service, you must purchase a ServicePac within 30 days of the purchase of the machine type to which it applies. You also need to register the ServicePac within 15 days of its purchase by completing the ServicePac online registration at

http://www.ibm.com/servicepac
Key prerequisites

The machine to which the ServicePac applies must be under IBM Warranty and must have in place the following agreements, as applicable:

- IBM Software Maintenance
- IBM Support Line for Linux®

Planned availability date

March 17, 2009

Description

IBM will provide this service from the date of the confirmation e-mail from the ServicePac registration tool (SPRT) until the end of the first 12 months of the warranty period of the machine to be covered by the ServicePac.

IBM will provide the following activities for ETS gateway ServicePac:

- Remote Account Advocate Team
  A team of IBM specialists to support you and your IBM Business Partners with the installation and configuration of the electronic tools and the interpretation of the related reports.

- Enhanced support
  Problems defined as "critical" by the client will receive priority handling. In case of such problems, the remote Account Advocate Team will coordinate all the technical activities to ensure effective support and will keep you informed on the progress of the problem resolution.

- ETS -- gateway Web portal
  You will have access to a dedicated URL with the following services, enabled by eService Agent data:
  - On-line or e-mail proactive notification regarding your system's maintenance, security, and performance.
  - Graphs and detailed information on your server's performance and capacity to forecast performance bottlenecks before they happen.
  - Reports that compare the fixes installed to the eligible server with the available HIPER, PE, and cumulative levels.
  - Web views and reports with detailed information about configuration data of your servers.
  - Electronic access to the Account Advocate Team, which will assist in the interpretation of the reports and information available and will provide the related recommendations.
**Part number list**

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Group C: 9117-MMA, 9125-F2A

**Prices**

For pricing information, contact your IBM representative.

**Announcement countries**

**Europe NE countries**

- Austria
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Finland
- Germany
- Hungary
- Ireland
- Norway
- Poland
- Romania
- Russia
- Slovakia
- Slovenia
- South Africa
- Switzerland
- Sweden
- United Kingdom\(^1\)

\(^1\) UK mainland only
Europe SW Countries

- Belgium
- France
- Israel
- Italy
- Luxembourg
- Netherlands
- Portugal
- Spain
- Turkey

2 Except overseas territories

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