



# IBM Software Support account advocate and IBM Hardware Maintenance microcode support analysis are now available in ServicePac

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## At a glance

IBM® Software Support Services - Support Line for System x® ServicePac® - for account advocate, IBM Hardware Maintenance Services - warranty and maintenance option - storage ServicePac - for microcode support analysis only, and IBM Hardware Maintenance Services - warranty and maintenance option - System x ServicePac - for microcode support analysis only are being added to the IBM ServicePac contract.

## Overview

IBM Software Support Services - enhanced technical support - account advocate, announced in Services Announcement [607-060](#), dated October 23, 2007 , and Services Announcement [609-029](#), dated April 13, 2009 , is being added to our IBM ServicePac contract. The Account Advocate service is an enhancement to base level software support for Linux™ and Microsoft™ operating systems and IBM storage devices when installed on System x , IBM BladeCenter® , PureFlex™ , and Flex systems. Account Advocate is comprised of three service modules:

- Priority Access
- Priority Response
- Priority Handling

These service modules include an assigned Account Advocate and premium voice and electronic access to IBM's Priority Support Team. Through the use of an assigned Direct Access Code (DAC), the service provides a single point of entry into IBM's support structure for more efficient problem reporting, shorter response times, and enhanced problem management and resolution.

IBM Hardware Maintenance Services - maintenance enhancement - microcode support, announced in Services Announcement [609-031](#), dated May 19, 2009 , is being added to our IBM ServicePac contract. Microcode support services are designed to provide you with planned preventative maintenance for your eligible IBM server. You can choose analysis for up to two times a year. Analysis includes all system microcode in your contract and the interaction between those systems as well as dependencies between hardware, microcode, device drivers, and operating systems. The results of the analysis are documented as recommendations in your support plan, which contains service level information. The microcode analysis include:

- A single point of contact for the service
- Up to two scheduled microcode reviews per year

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## Key prerequisites

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You must maintain a base support contract for eligible products installed on your eligible machines. Base support contracts can include:

- IBM Software Support Services
- IBM Passport Advantage®
- IBM Support Line
- IBM Remote Technical Support ServicePac
- IBM Hardware Maintenance Services

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## Planned availability date

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November 13, 2012

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## Description

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The Account Advocate offering provides a highly efficient remote service designed to resolve the problems you encounter with your eligible systems. Its goal is to minimize the costs associated with encountering a problem, wherever possible. It also provides a single point of entry into the IBM product support structure for all IBM product problems associated with an eligible server, base coverage, and coordinated, managed resolution of your problems.

With this service offering, you have remote voice and electronic access to Priority Technical Support teams who:

- Review your Services contract and any additional documentation, as part of your welcome call
- Review your eligible programs and products
- Review the primary escalation path for your problem
- Schedule periodic service status update calls with your designated point of contact

Your base IBM maintenance and one of the following Software Support Services must remain in effect for all products for which you select Account Advocate coverage:

- IBM Software Maintenance;
- IBM Support Line;
- IBM RTS ServicePac ;
- IBM Passport Advantage

Account Advocate is available 8:00 a.m. to 5:00 p.m., Monday through Friday, 24x7, 365 days a year coverage for Severity 1 calls is available as an optional uplift.

Account Advocate also includes the following enhanced service modules:

- **Priority Access:** You are provided direct access to a team of skilled resources known as the Priority Support Team, who act as an initial point of contact for your problem submission. The submission can be done via remote voice or electronic access. You receive enhanced response times based on the severity of the problem and the time that you report the problem.
- **Priority Response:** Your problem submissions to the Priority Support Team will receive enhanced response times based on the severity of the problem and the time that you report it. IBM's initial response may result in resolution of your

problem, or it will be determined what additional actions may be required to achieve resolution.

- Priority Handling: Your problem submission receives initial problem determination and source identification, monitoring of the progress of your submission, and follow-up status.

Microcode support services are designed to provide you with planned preventative maintenance for your eligible IBM server. You can choose analysis for up to two times a year. Analysis includes all system microcode in your contract and the interaction between those systems as well as dependencies between hardware, microcode, device drivers, and operating systems. The results of the analysis are documented as recommendations in your support plan, which contains service level information. The microcode analysis include:

- A single point of contact for the service
- Up to two scheduled microcode reviews per year

ServicePacs are ordered through SAP fulfillment systems. The following ServicePac part numbers and their associated machine types are included in this announcement:

Machine type model	Service description	ServicePac	
		SEO	MTM
ServicePac for Warranty and Maintenance			
8721	3Yr24x7x4 for Chassis incl.1x/year MicrocodeANLYS w/FSM+CNodes+xMods	00AA680	675686G
8721	3Yr24x7x4 for Chassis incl.2x/year MicrocodeANLYS w/FSM+CNodes+xMods	00AA681	675686H
ServicePac for Maintenance Agreement			
8721	1Yr24x7x4 for Chassis incl.1x/year MicrocodeANLYS w/FSM+CNodes+xMods	00AA682	675686J
8721	1Yr24x7x4 for Chassis incl.2x/year MicrocodeANLYS w/FSM+CNodes+xMods	00AA683	6756F6J
ServicePac for Remote Technical Support			
8721	3Yr Account Advocate 24x7 + Remote Technical Support w/ Full Chassis	00AA676	6756NCZ
8721	3Yr Account Advocate 24x7 + Remote Technical Support w/ CNodes+xMods	00AA677	6756ND0
8721	3Yr Account Advocate 9x5 + Remote Technical Support w/ Full Chassis	00AA678	6756ND1
8721	3Yr Account Advocate 9x5 + Remote Technical Support w/ CNodes+xMods	00AA679	6756ND2

### Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBM ID).

<https://www.ibm.com/partnerworld/mem/sla.jsp?num=612-043>

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## IBM Electronic Services

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IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution

and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

<http://www.ibm.com/support/electronic>

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## Prices

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

### **IBM Global Financing**

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