Enhanced Technical Support (ETS) for Networking Multivendor

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At a glance

ETS for Networking Multivendor will enhance the client's network resiliency and performances.

Overview

ETS for Networking Multivendor will provide personalized proactive notices, performance monitoring, alerts, EoS information, and enhanced problem management on the client's heterogeneous networking environment.

IINS will provide proactive network inventory management reports based on data gathered by Cisco's Smart Services software. These reports will create a Client Baseline Inventory Reconciliation Report identifying all Cisco devices identified in their network.

IBM® Intelligent Networking Support capabilities include:

- Inventory reports: Provide inventory views with detail such as series, model, IOS level, configuration, and contract status (End of Life, End of Service status)
- Product alerts: Generate hardware and software alerts, field notices, and PSIRT alerts
- Delta reports - Identify changes between inventory checks
- Exception reports - Flag events such as duplicate host names, duplicate Internet Protocol (IP) addresses, and insufficient memory

Key prerequisites

- Hardware Maintenance contract
- SupportLine contract

Planned availability date

January 27, 2014
Description

ETS for Networking Multivendor will provide personalized proactive notices, performance monitoring, alerts, EoS information, and enhanced problem management on the client's networking heterogeneous environment. It includes IBM Intelligent Network Support (IINS)

ETS for Networking Multivendor capabilities include the following:

- Installation, usage, and configuration remote assistance
- Customized proactive maintenance services
- Problem isolation at network level
- Onsite support for customer-critical problems

IINS will provide proactive network inventory management reports based on data gathered by Cisco's Smart Services software. These reports will create a Client Baseline Inventory Reconciliation Report identifying all Cisco devices identified in their network.

IBM Intelligent Networking Support capabilities include the following:

- Inventory reports: Provide inventory views with detail such as series, model, IOS level, configuration, and contract status (End of Life, End of Service status)
- Product alerts: Generate hardware and software alerts, field notices, and PSIRT alerts
- Delta reports - Identify changes between inventory checks
- Exception reports: Flag events such as duplicate host names, duplicate Internet Protocol (IP) addresses, and insufficient memory

Prices

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

Announcement countries

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<th>Europe Countries</th>
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<tr>
<td>Austria</td>
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CEE Countries                         Availability date
Bulgaria                              January 27, 2014
Croatia                               January 27, 2014
Czech Republic                        January 27, 2014
Estonia                               January 27, 2014
Hungary                                January 27, 2014
Latvia                                 January 27, 2014
Lithuania                             January 27, 2014
Poland                                 January 27, 2014
Romania                               January 27, 2014
Russia                                 January 27, 2014
Serbia                                 January 27, 2014
Slovakia                               January 27, 2014
Slovenia                               January 27, 2014
Turkey                                 January 27, 2014
Ukraine                                January 27, 2014

MEA Countries                         Availability date
Egypt                                  January 27, 2014
Kenya                                  January 27, 2014
Morocco                                January 27, 2014
Nigeria                                January 27, 2014
Pakistan                               January 27, 2014
South Africa                           January 27, 2014
Tunisia                                January 27, 2014

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Corrections

Corrected on February 7, 2014

Changed product name from ETS for Networking to ETS for Networking Multivendor throughout.