IBM offers ServicePac for Support Line for Midrange Disk Systems

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At a glance

These ServicePac's provide remote technical support for clients using IBM® Midrange Storage devices. Support is combined within a single part number for ease of sale with each Midrange Disk storage system.

Overview

This service provides access to 'how-to' and usage support for clients who have purchased one of IBM's Midrange Disk Storage devices and is designed to complement IBM's Hardware Maintenance and Warranty Service Upgrade offerings. The ServicePac® packages the long-standing Support Line for Disk Storage capability into a ServicePac for easier sales through the Business Partner channel. It allows customers to realize their return on investment that much sooner through the knowledge that they have IBM Support Line ready to meet their needs.

Key prerequisites

• Currently supported IBM Midrange Disk Storage device.
• IBM Hardware Maintenance or IBM Warranty support on the device for which Support Line is being purchased

Planned availability date

March 10, 2009

Description

Support Line for Midrange Disk Storage

• Type of service: Remote Telephone Support
• Hours of cover: 24 x 7 Severity 1 cover
• Machine type: IBM Midrange Disk Storage
• Machine model: Any currently supported (end of life not exceeded) Midrange Disk Storage system
• Prerequisites: IBM Warranty or Maintenance
The following ServicePac part numbers are included in this announcement.

<table>
<thead>
<tr>
<th>Description</th>
<th>Machine Type (^1)</th>
<th>Part Number</th>
<th>ServicePac Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 year Midrange Disk Storage</td>
<td>1812, 1814, 1815</td>
<td>65Y5202</td>
<td>TBC</td>
</tr>
<tr>
<td></td>
<td>1818</td>
<td>65Y5204</td>
<td>TBC</td>
</tr>
<tr>
<td>3 year Midrange Disk Storage</td>
<td>1812, 1814, 1815</td>
<td>65Y5203</td>
<td>TBC</td>
</tr>
<tr>
<td></td>
<td>1818</td>
<td>65Y5205</td>
<td>TBC</td>
</tr>
</tbody>
</table>

1

- 1812 = DS4000\(^\text{tm}\)
- 1814 = DS4700
- 1815 = DS4800
- 1818 = DS5000 / DS5100 / DS5300

**Prices**

For pricing information, contact your IBM Business Partner.

**Announcement countries**

**Europe NE countries**
- Austria
- Denmark
- Finland
- Germany
- Ireland
- Norway
- Switzerland
- Sweden
- United Kingdom \(^2\)

\(^2\) UK Mainland Only

**Europe SW countries**
- Belgium
- France \(^3\)
- Greece
- Italy
- Luxembourg
- Netherlands
- Portugal
- Spain

\(^3\) Except overseas territories
CEEMEA Countries

• Bulgaria
• Croatia
• Czech Republic
• Hungary
• Poland
• Romania
• Russia
• Slovakia
• Slovenia
• South Africa
• Turkey

4 CEEMEA - Central & Eastern Europe & Middle East & Africa

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