IBM ServicePac products offer warranty and maintenance upgrades for IBM Storage

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At a glance

The IBM® Storage ServicePac® portfolio has been updated.

The IBM ServicePac portfolio is now linked to an online product guide. This guide contains details of the latest changes and all related ServicePac part numbers and machine compatibilities.

Overview

IBM ServicePac products offer a range of hardware maintenance or maintenance upgrade coverage in an electronic format. ServicePac offerings are available through the same IBM Business Partners who sell the related IBM hardware. With these ServicePac products you get an upgrade solution at the same time you purchase the IBM machine. The number of unique ServicePac products is kept to a minimum and each part number supports a range of machine types.

To select the correct ServicePac for a particular machine type, a selection guide is available with a complete list of machine types for cross-reference. Alternatively, additional ServicePac information and prices can be found at


ServicePac products can be ordered by part number through SAP in the same way other IBM products are ordered. The simple registration process ensures fast and efficient coverage. To be eligible for service, a ServicePac must be purchased within 30 days of the purchase of the machine type to which it applies (this statement is not applicable to post warranty ServicePac). A ServicePac must be registered within 30 days of purchase by completing the ServicePac online registration at

http://www.ibm.com/servicepac

Planned availability date

October 8, 2013

Description

Latest update

The IBM Storage ServicePac portfolio has been updated.
The IBM ServicePac portfolio is now linked to an online product guide. This guide contains details of the latest changes and all related ServicePac part numbers and machine compatibilities.

For IBM Storage ServicePac details, refer to the IBM ServicePac Europe Middle East and Africa Product Guide at

http://www-05.ibm.com/services/europe/maintenance/useful-information.html

Alternatively, the ServicePac product selector tool (SPST) showing prices and country detail can be found at


**Note:** All models are covered in the machine type list unless stated otherwise.

**Warranty service upgrade (WSU)**

Warranty service upgrades enhance the level of service from the base warranty service associated with the machine type and model. A warranty service upgrade can include single elements or combinations of:

- Extended hours of coverage
- Upgraded service delivery method (SDM)
- Higher level of response time objective

**Service delivery method**

**IBM On-site Repair (IOR):** Repair is performed at the customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

The term *screening* refers to an initial remote problem determination (PD) or problem source identification (PSI) activity on a customer's service request that is performed by technical support personnel. Typically, this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

**On-site service repair limited (IOL):** Repair performed at customer site, excluding CRUs

Service is the same as IOR, but the customer is responsible for replacement of Tier 1 CRUs.

**ServicePac response time**

The target response time for the completion of PD is an average of two hours from the customer's service request being registered in the IBM call management system. The four-hour on-site response time of some ServicePacs is defined as the period of time between the end of screening and the service representative arriving at the customer's machine location for repair. The sum of the two elements, two hours PD plus four hours IOR after PD, is the on-site response time target, which is consistent with the service description for same-business-day (SBD) coverage. The average target on-site response time is six hours, which is equal to a two-hour average target for PD and four-hour average target for IOR after PD. It should be noted that average targets are set for guidance and that actual times will vary by complexity of service request.
**Hours of coverage**

- 9x5 coverage - 9 hours per day, Monday through Friday, excluding public and national holidays
- 24x7 coverage - 24 hours per day, Monday through Sunday, 365 days a year

**Limitations with respect to replacements or to parts for services upgrades:**

Products classified as consumable supplies, such as peripheral devices and accessories like external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new, but will be in good working order. All replaced parts and machines become the property of IBM. Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts. CRU information and replacement instructions are shipped with your IBM machines and are available from IBM at any time on your request. You may be offered to install a CRU yourself or you may request IBM to install it as part of this service. You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For such machines, you are responsible for downloading designated machine code and LIC updates from an IBM website or from other electronic media, and following the instructions that IBM provides.

For a full definition of IBM maintenance services, visit


**Prices**

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

**Announcement countries**

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Egypt
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Kenya
- Latvia
- Lithuania

1 Announcement for Kenya is scheduled for a later date.

2 Announcement for Latvia and Lithuania is scheduled for a later date.
• Luxembourg
• Morocco
• Netherlands
• Nigeria
• Norway
• Pakistan
• Poland
• Portugal
• Romania
• Russia
• Saudi Arabia
• Slovakia
• Slovenia
• South Africa
• Spain
• Sweden
• Switzerland
• Tunisia
• Turkey
• Ukraine
• UAE
• United Kingdom

1 9x5 offerings only
2 Order and register via Finland
3 Except overseas territories
4 Nairobi only
5 Restricted to 50 km of Casablanca/Rabat
6 Lagos only
7 Restricted to 50 km of Tunis
8 UK mainland only

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