



IBM
Global
Technology
Services

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Add Client value by including US Citizens support for NetApp, Foundry, HDS and select Sun products through the IMS offerings.

What is new?

A new hardware maintenance support option available for US Citizens support through IMS for NetApp, Foundry, HDS, and select Sun equipment. Many clients have the requirement for support on their hardware to be within the United States for call handling, data and support teams.

What does this offering include?

– *Implementation of a new IMS support option for US based resources that will:*

- *Be a US Citizen*
- *Be in the continental United States*
- *Be responsible for all customer communications*
- *Own the problem until resolved*
- *Includes the following machine types*
 - 0980 (Sun)
 - 3078 (NetApp)
 - 4652 (Foundry)
 - 4790 (HDS)

NOTE: Hardware maintenance is a requirement (ex: 1789 xxx CZ in the system)

Integrated Multi-Vendor Support (IMS) can increase market share in these highly competitive and secure industries through the growth of the US Citizens Support offering.

How does Secure Support for US Citizens work?

- Client will place a service call through the normal IBM 800#, once machine is identified thru the serial number the “CZ” flag will be displayed within in the customer record.
- The terms and conditions are contracted in an MSA, version 11 or later. For version 10 of the MSA and prior, the terms and conditions are contracted in a Change Authorization which is available in the CLM Library > Direct channel and PartnerWorld for the Business Partner channel.

How to contract US Citizens Support:

- Can be added as a maintenance service upgrade in ISAT by using the two-digit identifier “CZ”.
 - Cannot be sold as a “stand alone” offering; must be sold with hardware maintenance.
- The term of coverage should align with the term of coverage for the hardware maintenance offering.

This offering does not include “IBM SSRs with security clearances”