

IBM Storage Expert Care delivers a simplified method to select services and support for IBM FlashSystem 7200 and FlashSystem 9200

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At a glance

IBM^(R) Storage Expert Care is a simplified method of selecting services and support for storage systems at the time of the system purchase. Storage Expert Care is designed to simplify and standardize the support approach for IBM Flashsystem7200 and 9200 with simple straightforward pricing and selection of services.

Storage Expert Care Premium is designed to maximize product resiliency and reliability while minimizing the operational costs associated with managing and maintaining increasingly complex and integrated IT environments. Premium services allow faster and more consistent access to IBM specialists so that you can expedite issue resolution and optimize IT staff efficiency.

Overview

When it comes to maintaining the high availability, resiliency, and reliability of the systems and devices that run your business, Storage Expert Care enables organizations to easily select the right level of expert service. Storage Expert Care provides a simple method that can help organizations avoid long procurement and contracting processes by enabling the acquisition of services at the time of the product purchase.

Storage Expert Care Premium includes:

- Warranty service upgrade for the first year of Storage Expert Care with same day onsite repair, 24 hours a day, 7 days a week
- Hardware maintenance support with same day onsite repair, 24 hours a day, 7 days a week, for additional years of Storage Expert Care
- IBM Software Maintenance (SWMA) software support and services agreement
- Predictive support:
 - Predictive alerts are collected and analyzed by IBM representatives
 - An action plan will be discussed with client if immediate action needs to be taken to avoid or prevent an incident
- Enhanced response time for defect support:
 - Response time is defined as the elapsed time between technical support receipt of the client problem submission and the acknowledgment of the submission
 - Includes 30-minute targeted response time objectives for severity 1 and severity 2 problem reports .
- Remote Code Load upgrades are provided by IBM remote support representatives up to twice per year to keep your systems up to date

- Technical Account Manager will serve as the key client interface for in-scope hardware and software, delivering partnership and consultancy, as well as direct engagement on high-priority support cases

Optional premium services

- With selection of Storage Expert Care Premium, Remote Code Load Exception, feature code AHY2, is available in the configurator tool when the onsite Service Support Representative code upgrades are required
- With selection of Storage Expert Care Premium, Machine Setup Support for Storage 6668-Kxx ServicePac^(R) are available in the configurator tool when required on FlashSystem 7200

| Machine-type Model | Feature code | ServicePac |
|--------------------|--------------|------------|
| 4664-824 | B0SK | 6668-K25 |
| 4664-U7C | B0SK | 6668-K26 |
| 4664-12G | B0SK | 6668-K27 |
| 4664-24G | B0SK | 6668-K28 |
| 4664-92G | B0SK | 6668-K29 |
| 4662-6H2 | B0SK | 6668-K30 |
| 4662-UH6 | B0SK | 6668-K31 |
| 4662-12G | B0SK | 6668-K32 |
| 4662-24G | B0SK | 6668-K33 |
| 4662-92G | B0SK | 6668-K34 |

Planned availability date

August 17, 2021

Description

IBM Storage Expert Care Premium

| Program number | Feature | Description |
|----------------|---------|--------------------------|
| 5771-ECP | 2452 | Expert Care Premium 1 yr |
| 5772-ECP | 0123 | Expert Care Premium 2 yr |
| 5773-ECP | 2007 | Expert Care Premium 3 yr |
| 5774-ECP | 0074 | Expert Care Premium 4 yr |
| 5775-ECP | 0529 | Expert Care Premium 5 yr |

Storage Expert Care Premium availability for one through three years was previously announced in Services Announcement [621-018](#), dated August 10, 2021.

Storage Expert Care for FlashSystem 7200 and FlashSystem 9200 was previously announced in Services Announcement [621-018](#), dated August 10, 2021.

| Machine Type/Model | Warranty ID | Description |
|--------------------|-------------|----------------------------------------|
| 4665-P01 | WTY0P01 | 1 year IBM Storage Expert Care Premium |
| 4665-P02 | WTY0P02 | 2 year IBM Storage Expert Care Premium |
| 4665-P03 | WTY0P03 | 3 year IBM Storage Expert Care Premium |
| 4665-P04 | WTY0P04 | 4 year IBM Storage Expert Care Premium |
| 4665-P05 | WTY0P05 | 5 year IBM Storage Expert Care Premium |
| 4673-P01 | WTY0P01 | 1 year IBM Storage Expert Care Premium |

| Machine Type/Model | Warranty ID | Description |
|--------------------|-------------|----------------------------------------|
| 4673-P02 | WTY0P02 | 2 year IBM Storage Expert Care Premium |
| 4673-P03 | WTY0P03 | 3 year IBM Storage Expert Care Premium |
| 4673-P04 | WTY0P04 | 4 year IBM Storage Expert Care Premium |
| 4673-P05 | WTY0P05 | 5 year IBM Storage Expert Care Premium |

Accessibility by people with disabilities

Accessibility Compliance Reports (previously known as a VPAT) containing details on accessibility compliance to standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, can be found on the [IBM Accessibility Conformance Report Request](#) website.

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 IBMid).

[BP Attachment for Announcement Letter 621-015](#)

Prices

For pricing information, contact your IBM representative.

Country availability

| Country | Planned availability date |
|---------------|---------------------------|
| United States | August 17, 2021 |

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