IBM Diamondback Expert Care

A simplified support approach to optimize availability and reduce costs

Highlights

Extend your warranty and enhance service levels with simple pricing

Choose the right support level and duration for your business needs

Add Remote or onsite code loads to stay current on microcode

Obtain expert, dedicated support from an IBM Storage Technical Account Manager

Unplanned downtime can significantly impact your business. In addition to the direct loss of revenue, unplanned downtime can lead to damage to your organization's reputation, customer loyalty, and more. Businesses need to be confident that the support model for their IBM Diamondback facilitates high availability while optimizing system performance. When it comes to system maintenance, it's also important to procure critical services as easily as possible. This presents the need for a simplified and standardized storage maintenance approach that helps reduce downtime and costs while freeing up your IT staff for more strategic business projects.

IBM Diamondback Expert Care offers you a new way of attaching services and support to IBM storage solutions through service tiers that let you choose the right level of support for your systems. By enabling the procurement of tiers during the product purchase transaction, you get access to IT services that help you avoid long procurement and contracting processes. By providing committed maintenance for your IBM storage products, IBM Diamondback Expert Care can help you reduce repair costs and revenue loss while increasing customer confidence and shareholder trust.

Extend your warranty and enhance service levels with simple pricing
The base warranty on IBM Diamondback is 1-year 9x5 Next Business Days Onsite limited (parts only provided). IBM Diamondback Expert Care services allow you to define the level of support you need as a fixed percentage of the hardware price for the duration you choose. You also have the option to select additional IBM Technology Lifecycle Services such as IBM Media Retention Services.

Choose the right support level and duration for your business needs
IBM Diamondback Expert Care is available in two service tiers: Basic and Premium. After you've chosen from these support offerings tiers at the time of purchase, simply select the duration of coverage desired, from 1 to 5 years.

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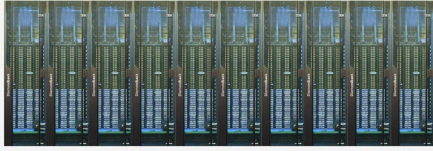| IBM Diamondback Expert Care	Basic	Premium
Services		
# of years of support	1-5	1-5
IBM Hardware Maintenance		
Contact target response time objectives	4 hours for All Severities	30mins for Severities 1 and 2 4hrs for Severities 3 and 4
Onsite objective (after problem determination)	Next day for Severities 1 and 2 By mutual agreement between client and IBM for Severities 3 and 4	4hrs for Severity 1 and 2 By mutual agreement between client and IBM for Severities 3 and 4
Support Line for Storage provides remote technical assistance to help resolve installation, configuration, and usage issues	Included for number of years selected	Included for number of years selected
Enhanced Response Times		30mins contact target response time objective for Severities 1 and 2
Remote Code Load is included with assistance and supervision by an IBM technical resource		Included for number of years selected
Predictive Support elements are included with the setup of IBM Call Home Technology		Included for number of years selected

Add Remote or onsite code loads to stay current on microcode
Code load provides onsite or remote firmware and/or microcode updates by an IBM technician, one or two times a year. Clients must add either remote or onsite code load at an additional cost using Expert Care feature codes for Warranty and for Advanced. Remote code load is included with the Premium tier. However, clients may choose to upgrade for an additional cost to onsite code load through Expert Care feature codes.

Obtain expert, dedicated support from an IBM Storage Technical Account Managers

With IBM Diamondback Expert Care Premium, you gain dedicated support from an IBM Storage Technical Account Manager, a highly specialized subject matter expert with deep technical expertise on IBM Storage platforms. The Technical Account Manager reviews your IT environment and is your single point of contact for issues with IBM Diamondback, focusing on proactive actions to prevent issues from happening and problem resolution. These proactive measures can help you avoid unplanned downtime and maintain the high reliability and availability of your systems. Technical Account Managers are different from traditional technical support specialists in that they develop a long-term relationship with you and are your organization's advocate. They directly collaborate with IBM product development and engineering labs to deliver enhanced services to your enterprise and meet your business objectives.

**Technical Account Managers follow a six-step plan for client success**

Quick start
Ensures the product is installed successfully by working with you and IBM service representatives during a pre-install delivery assessment to ensure Call Home and remote support functions are enabled along with Storage Insights Pro

Single point of contact
Acts as your key interface and dedicated single point of contact for all issues and a fast path to receiving priority status for all Severity 1 and 2 cases
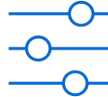
Code currency
Works with you to develop proactive code roadmap recommendations that best fit your requirements while providing the highest level of availability and reducing risks

Critical issue prevention
Proactively contacts you in an event the IBM lab identifies an issue that may affect your operations to provide relevant information about the risk and what actions to take to protect your systems

Knowledge sharing
Shares best practices from years of experience and deep technical skills related to IBM storage solutions, all custom-tailored to your environment

Ultimate client advocate
Builds a trusted client relationship by providing monthly activity reports, holding quarterly interlocks with you and gaining knowledge of your IT ecosystem

You can count on
IBM Technology Lifecycle
Services to keep your
mission-critical systems
running smoohtly 24x7

Conclusion
IBM Diamondback Expert Care is a service approach that integrates and prepackages hardware and software support services into a tiered support model. It allows you to decide the level and duration of support you need, helping ensure more predictable maintenance costs while reducing deployment and operating risks. With IBM as your single source of support from reporting to resolution, you can dramatically optimize system availability, reduce costs, and unburden your staff to focus on other competencies and business priorities.

Why Technology Lifecycle Services?
IBM Technology Lifecycle Services professionals have deep expertise in the technology industry. Our experts support over 19,000[1] IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

For more information
To learn more about IBM Expert Care, please contact your IBM client representative or IBM Business Partner®, contact us directly, or visit ibm.com/services/systems-support.

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