

IBM Storage Expert Care for IBM FlashSystem 5600, 7600, 9600

Integrates and prepackages hardware and software support services into a tiered support model, helping organizations to choose the right fit of services – including the number of years of support, response times from initial contact to fix.



**Simple
to
choose**

Which tier?
Basic, Advanced, or Premium
And for how long?
1-6 years

Basic

Includes hardware maintenance with 9x5 next-business-day on-site response, with Support Line.

Advanced

Delivers 24x7 proactive, priority support for mission-critical Storage

Premium

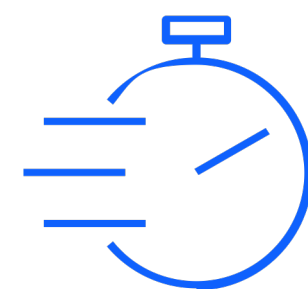
Provides 24x7 support and rapid response, combining predictive insights and expert IBM engineers to maximize availability and performance.

Included with the “Premium” Expert Care tier services:



Hardware Services

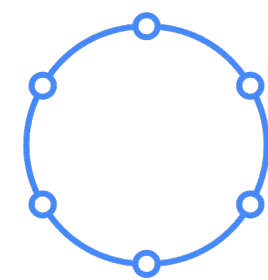
24x7 same day onsite repair.



Enhanced response Time

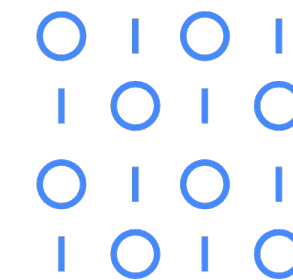
15 minutes initial response for Sev. 1 issues.*

*via phone when using the Direct Access Code in supported countries.



Predictive Support

Predictive analytics support, capacity planning, monitoring, and reporting.



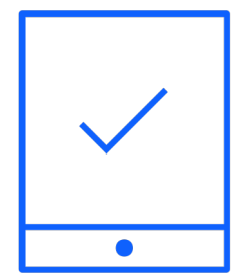
IBM Remote Code Loads

Remote software microcode updates twice per year.



Technical Account Manager

Proactive and personal support from a highly specialized subject matter expert.



Health checks

Proactive service to assess the health and stability of IBM FlashSystem ahead of upgrades.