

Overview of IBM's Technical Support for Netfinity Server (Customer and Internal)

IBM's technical support for Netfinity Server furnishes you with unmatched expertise plus electronic, telephone, and on-site assistance. The following sections describe each type of support:

- | **IBM Support Anytime....**
 - { Personal Systems Group (PSG, formerly PC Company) HelpCenter
 - { Internet
- | **Pre-Sales IBM Support for Netfinity Server Customers**
 - { PSG Executive Briefing Center
 - { electronic Solutions Assurance Review (eSAR) methodology
 - { SystemXtra
- | **Post-Sales IBM Support for Netfinity Server Customers**
 - { 3-Year Hardware Warranty
 - { Start Up Support
 - { ServerProven (Compatibility Testing)
 - { ServerGuide 4.0
 - { IBM Diagnostics
 - { Additional IBM Services
- | **Behind the Scenes: IBM Internal Support**
 - { Field Technical Sales Specialists (FTSSs): Pre- and Post-Sales
 - { IBM Advanced Technical Support Netfinity Server Team: Pre-Sales
 - { Netfinity Customer Support Specialists (CSS): Post-Sales
 - { IBM PSG HelpCenter
 - { Server Field CSR
 - { Intranet
- | **Helpful IBM Phone Numbers**

IBM Support Anytime.....

- | PSG HelpCenter
- | Internet

PSG HelpCenter Support

Phone: 800-772-2227

Web page: www3.pc.ibm.com/support?page=helpcenter

The HelpCenter provides customer end user, reseller, dealer, and IBM internal support for the PSG product line, from ThinkPads up through Netfinity Servers.

IBM's International HelpCenters are located in Argentina, Australia, Brazil, Canada, Ireland, Japan, Mexico, Scotland and the United States, with the newest center opening in China in 1998. These HelpCenter specialists are available 7 x 24 x 365.

Internet Support

For support and general information or to search for a specific driver, BIOS/firmware, or utility update: www.pc.ibm.com/us/searchfiles.html

If you prefer to look at file categories: www.pc.ibm.com/us/listfiles.html

For general Netfinity information and links to options, benchmarks, certifications, plus guides to sizing, selection, and applications: www.pc.ibm.com/us/netfinity/index.html

PSG Home Page:

www.pc.ibm.com/us/index.html

PSG HelpCenter:

www3.pc.ibm.com/support?page=helpcenter

When business is critical, it's critical to have IBM working for your business!

Technology is intended to help people focus on their businesses, yet keeping up with technology can be a big challenge.

IBM meets that challenge on every IBM Netfinity and PC Server product, with the world's broadest array of technical support — from our worldwide HelpCenters to our proactive programs and extensive services.

Pre-Sales IBM Support for Netfinity Server Customers

- | Personal Systems Group (PSG, formerly PC Co.) Executive Briefing Center
- | electronic Solutions Assurance Review (eSAR) methodology
- | SystemXtra

PSG Executive Briefing Center

Phone: 919-543-0689

Located at Research Triangle Park near Raleigh, NC, the Executive Briefing Center (EBC) staff familiarizes customer executives and decision makers with in-depth information on the IBM PSG Brands (server, desktop, and mobile).

electronic Solutions Assurance Review (eSAR) Methodology:

www.ibm.com/support/assure/esar

"Solution Assurance" is another term for "quality checking." IBM's electronic "Solutions Assurance Review" methodology is now on the Web. IBM teams use Solution Assurance Reviews to verify the technical viability of IBM product-based solutions — before you buy.

eSARs expose potential problems in everything from product configurations to customer operations, and can help with a design review, then proof of concept. The Web-based eSAR application delivers this methodology to customers, business partners, and IBM teams, who can review proposed solutions for:

- | Technical integrity
- | Ability to meet customer requirements

- | Level of risk (available only internally)

If you sign up on the eSAR site, you will receive the following items:

- | Checklist of specific medium or high-risk problems and alternatives to reduce risk
- | "Mini" White Papers defining specific features, configuration alerts or methodology recommendations, plus additional information sources such as Redbooks and Web pages
- | Constantly updated recommendations to make your implementation as smooth as possible

SystemXtra

To contact a SystemXtra sales expert, call 800-426-7255, ext. 4749.

Packaged with a range of hardware products, IBM SystemXtra helps customers take advantage of IBM PC technologies through a broad range of services, innovative software, comprehensive education and training, and flexible financing options, including:

- | Network management and support services
- | Clustering Solution Planning services
- | Financing that can deliver both hardware and services at an attractive monthly fee
- | Technology Exchange, a flexible and affordable option for updating PC hardware with newer technology after only two years
- | Available for Small, Medium, and Large Business Customers

IBM's electronic Solution Assurance Review

Currently available eSARs include:

- | PC Server/ Workstation
 - { IBM Network Stations
 - { IBM Netfinity Servers
- | Networking
 - { IBM ATM Networking
 - { IBM 8270/8272 LAN Switches
- eBusiness
 - { IBM Payment Registry
 - { IBM Payment Gateway
 - { IBM Net.Commerce

Post-Sales IBM Support for Netfinity Server Customers

- | 3-Year Hardware Warranty
- | Start Up Support
- | ServerProven (Compatibility Testing)
- | ServerGuide 4.0
- | IBM Diagnostics
- | Additional IBM Services

3-Year Hardware Warranty

Because you never know where or when business-critical problems will occur, IBM stands behind its servers with a 3-year, on-site warranty. This leading-edge warranty includes:

- | **Hardware problem-determination** (both on-site and remote) with IBM's latest technology and tools
- | **Labor and IBM parts covered** for the full duration of the warranty period, including parts identified during predictive-failure analysis when required engineering changes are installed
- | **"24 x 7 x 365" access to the IBM HelpCenter** for remote phone support of IBM server hardware. This warranty offers more than the typical industry-standard warranty. IBM was the first to offer coverage on predictive-failure analysis.

Start Up Support...

www3.pc.ibm.com/support?page=helpcenter

In addition to our warranty coverage, IBM's exclusive HelpCenter offering — 90 days of free support called Server Start Up Support — helps you get your Netfinity or PC Server up and running. To maximize the value of your investment and resolve complex

issues, IBM expands its network operating system (NOS) coverage for Start Up Support.

ServerProven™ Compatibility

www.pc.ibm.com/us/index.html

IBM Netfinity servers are among the most "open" systems on the market today. Through ServerProven, IBM works with industry leaders to test their equipment with ours. Because we recognize that you deserve the most innovative solutions...even if they're not all from IBM.

ServerGuide 4.0

Shipped with each IBM Netfinity system, IBM ServerGuide 4.0 addresses most configuration and on-site requirements for installing and tuning systems.

Included in the ServerGuide are the following tools:

- | Hardware Guide — Install flash BIOS/firmware updates; run system configuration utilities; run RAID configurations
- | NOS Installation — NetWare; OS/2 Warp Server; MS Windows NT; SCO UnixWare and OpenServer; NCD WinCenter and WinFrame
- | CoPilot Application Guide (with Diskette Factory and Book Factory)— includes Lotus Domino 4.6, IBM Netfinity Manager 5.1, APC PowerChute Plus for Netfinity Manager, IBM AntiVirus, Netfinity Rack Configurator
- | Update Connector — Access latest BIOS and drivers code from the Web

What does Start Up Support cover?

During the critical 90 days after installation, customers are supported for:

- | *IBM Netfinity and PC Server installation, setup, and configuration*
- | *NOSs, including:*
 - { *Novell NetWare*
 - { *OS/2 Warp Server*
 - { *Microsoft Windows NT*
 - { *SCO OpenServer and UnixWare*
 - { *NCD WinCenter and WinFrame*
- | *Selected network interface cards (NICs), such as:*
 - { *IBM*
 - { *3COM*
 - { *Madge Networks*
 - { *Standard Microsystems Corp. (SMC)*

IBM Diagnostics... defining a new standard for the industry

In the industry-standard server market, systems and network environments continue to grow more complex. When your system has a problem, you want it fixed fast. The key: quickly identify the problem, then solve it!

IBM Tools help put IBM customers in the driver's seat.

Diagnostic tools that capture soft and intermittent errors as they occur, then log them for later action lets customers decide when to perform system maintenance, rather than letting an error determine when the system is taken down. Our strategy involves adapting our large-system knowledge, expertise, and functions for use with Netfinity servers. IBM solutions can help your customers avoid unscheduled outages. Functions include:

- | Real-time error detection
- | Remote console capability
- | Remote diagnostics
- | Unattended diagnostics
- | Enhancements to Predictive-Failure Analysis (PFA)

Our service providers know these tools and have the skills necessary for operating in complex business-critical network environments.

Additional IBM Services

Complementing IBM's strong portfolio of services and support is a robust package of network and server-based services. Both packaged and customized offerings can meet your customer's business needs with a total suite of network solutions, such as:

- | Network design services
- | Connectivity, cabling and fiber
- | Network monitoring and management
- | Systems management
- | Asset management
- | Site readiness, UPS, environmental, and HVAC services
- | Relocation services
- | Capacity and performance planning
- | Help desk services
- | End-user support
- | Education
- | Disaster and business recovery
- | Backup and restore
- | Outsourcing
- | Warranty upgrades and post-warranty maintenance agreements

For additional information, contact your IBM Business Partner or your local IBM Representative.

Business-Critical Support and Service

By focusing large- and midrange-systems expertise on Netfinity and PC Servers, IBM is maximizing our service and support infrastructure.

Our large systems-like business model gives customers high-availability support and services, optimized to meet customers' business needs.

Deploying remote, electronic, and on-site support, we can cover you, from pre-sales to installation to post-sales.

We want our solutions to be the best fit for our customers.

BEHIND THE SCENES: IBM INTERNAL SUPPORT

- | Field Technical Sales Specialists (FTSSs): Pre- and Post-Sales
- | IBM Advanced Technical Support Netfinity Server Team: Pre-Sales
- | Netfinity Customer Support Specialists (CSS): Post-Sales
- | DROs (Dedicated Resolution Owners): Post-Sales

Field Technical Sales Specialists (FTSS)

FTSS pre-sales support includes:

- | Solutions Development
- | Proof of Concept
- | Early Support Program (ESP) Loaner Support
- | Performance Tuning
- | Benchmarking
- | Solution Assurance (SA)

FTSS Team Skills/Specialties:

Operating Systems

- { Microsoft NT
- { Novell Netware
- { SCO UnixWare
- { OS/2

Hardware and Related Options

- { Entry
- { Mainstream and high end servers
- { Racks
- { Storage
- { Adapters

High Availability Solutions

- { Microsoft Cluster Server
- { Vinca Stand-by Server

Enterprise Resource Planning (ERP)

- { SAP
- { JD Edwards
- { Baan

Multi-User NT Solutions

- { WinFrame
- { WinCenter
- { Hydra

IBM Advanced Technical Support (ATS) Netfinity Team

When assisting customers whose projects are complex, IBM FTSSs turn to the Dallas-based ATS Netfinity Server Team. Team members are skilled in:

- | Internal lab testing/analysis
- | IBM or vendor development contact
- | Detailed on-site assistance in a technical specialty

Netfinity Customer Support Specialists (CSS): Post-Sales

These IBM professionals proactively educate customers, field sales representatives, and channel partners on IBM support processes. Tactically, they own problems and engage the appropriate resources to bring them to rapid resolution.

Dedicated Resolution Owners (DROs)

Part of the customer support team in headquarters, the DROs help manage Netfinity critical situations.

Helpful IBM Phone Numbers

Product Information

Fax Information Service
800-426-4329

OS/2 Info. and Sales Line
800-342-6672

PSG Automated Fax System
800-426-3395

Lexmark Autom. Fax Info. Service
606-232-2380

Purchasing and Ordering Information

Direct Networking Catalog Sales
800-426-2255

*Personal Systems Group
(formerly PC Company)*
800-426-2968

ThinkPad Info/ Dealer Locator
800-426-3377

Service and Support

Chemical Control Information
800-426-4333

End User Supt. (Exist. Contract)
800-825-8737

Global Information Network
800-727-2222

Health Effects Hotline
800-745-2200

OPEN Systems Center
817-962-6736

Parts Order Service
800-388-7080

PSG Bulletin Board System
919-517-0001

PSG HelpCenter ("HelpWare")
800-772-2227

PS Support Family Mktg. Ctr.
800-799-7765

*IBMLINK Customer Support and
Automated Help Desk*
800-543-3912

Solution Developer Program
800-627-8363

Consulting Services

AntiVirus Services/Support
800-742-2493

Capacity Planning Services
800-426-4682

Education and Publications

Corporate Technical Journals
800-426-5687

Education and Training
800-426-8322

*Software Manufacturing Solutions
and Pub Support*
800-879-2755

Delivery Center (Fax Orders)
800-284-4721

*TCdigest Customer Support
Newsletter*
817-962-7379

Helpful IBM Web Sites

IBM Netfinity Server Web Sites

PSG Home . . . www.pc.ibm.com/us/

Netfinity Servers www.pc.ibm.com/us/netfinity/index.html

Server Machine Types www.pc.ibm.com/us/netfinity/index.html

Server Options www.pc.ibm.com/us/netfinity/index.html

Server News www.pc.ibm.com/us/news/news.html

Server Services/Support www3.pc.ibm.com/support

Server Files/Tips/Drivers www3.pc.ibm.com/support

Server-Related Links www3.pc.ibm.com/support