

IBM Power Expert Care

Im IBM Power scale-out Umfeld gibt es 3 verschiedene Expert Care Levels mit denen man seine Warranty (Garantie) upgraden kann. Welche Unterschiede es zwischen Basic, Advanced und Premium gibt sehen Sie unten.

Warranty		Basic		Advanced		Premium	
IBM Hardware Maintenance	<ul style="list-style-type: none"> 3-year 9x5, next business day, IBM onsite limited 	IBM Hardware Maintenance	<ul style="list-style-type: none"> 3, 4, 5-year 9x5, next business day, IBM onsite repair 	IBM Hardware Maintenance	<ul style="list-style-type: none"> 3, 4, 5-year 24x7, same business day, IBM onsite repair 	IBM Hardware Maintenance	<ul style="list-style-type: none"> 3, 4, 5-year 24x7, same business day, IBM onsite repair
IBM Software Maintenance	<ul style="list-style-type: none"> 3-year Software Support Services Added at an additional cost 	IBM Software Maintenance	<ul style="list-style-type: none"> Prerequisite to be purchased with Power Expert Care To match selected year term of Power Expert Care Added at an additional cost 	IBM Software Maintenance	<ul style="list-style-type: none"> Prerequisite to be purchased with Power Expert Care To match selected year term of Power Expert Care Added at an additional cost 	IBM Software Maintenance	<ul style="list-style-type: none"> Prerequisite to be purchased with Power Expert Care To match selected year term of Power Expert Care Added at an additional cost
Predictive Support	<ul style="list-style-type: none"> 9x5 Alerts through Call Home Cloud Connect 9x5 call back from IBM Representatives 	Predictive Support	<ul style="list-style-type: none"> 9x5 Alerts through Call Home Cloud Connect 9x5 call back from IBM Representatives 	Predictive Support	<ul style="list-style-type: none"> 24x7 Alerts through Call Home Cloud Connect 24x7 call back from IBM Representatives 	Predictive Support	<ul style="list-style-type: none"> 24x7 Alerts through Call Home Cloud Connect 24x7 call back from IBM Representatives
Enhanced Response Time		Enhanced Response Time		Enhanced Response Time		Enhanced Response Time	
Technical Account Manager (TAM)		Technical Account Manager (TAM)		Technical Account Manager (TAM)		Technical Account Manager (TAM)	
Remote Code Load		Remote Code Load		Remote Code Load		Remote Code Load	

Hinweis: Der Proactive Support heißt nun TAM (Technical Account Manager) und ist **nur** in der Premium Version dabei. Im eConfig stellt sich es dann unter Software z.B. bei der 9786-22H so dar.

5773-PAD Power Expert Care Premium Adder 3Y – Premium Adder HANA TAM/RCL

5773-TS3 TAM for SAP HANA - 3 Year

Für weitere Fragen zu Expert Care für scale-out oder High End Server können Sie sich gerne per Mail an uns wenden: IBMService.de@tdsynnex.com