Ihr Mehrwert mit IBM Technology Expert Labs: Infrastructure Services Offerings

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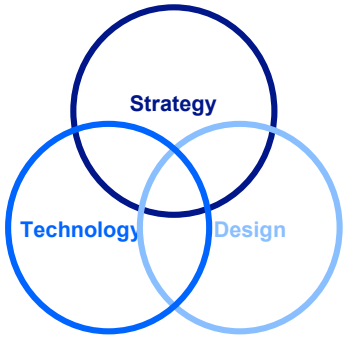
TD Synnex Partner Webcast
16.5 2024

Wir sind Technology! Mit der Produktexpertise von IBM Expert Labs zum Erfolg unserer Partner und Kunden

Es liegt in unserem Namen..



Expert

DIE Experten für IBM Produkte

Tiefe IBM Skills

Unsere tiefes Wissen zu IBM-Produkten steht Ihnen voll zur Verfügung

Breite Expertise

Mit über 20 Jahren Branchenerfahrung kennen wir Ihr Geschäft und wissen worauf es ankommt

Unsere einzigartigen Methoden

Unser bewährter Ansatz löst Ihre Herausforderungen und bedeutet positive Auswirkungen auf Ihr Geschäft

Labs

Integriert mit IBM's **Entwicklungslaboren**

Direkt Verbunden

Unsere enge Verbindung bedeutet, dass unsere Experten sehr früh Zugriff auf neuste Technologien, Produkte und Funktionen haben

Roadmap Einblick and Planung

Wir sehen, was als nächste kommt und gestalten Ihre Bedürfnisse aktiv mit

First-of-a-Kind Umsetzungen

Wir fordern die Grenzen immer heraus, um neue und innovative Lösungen mit Ihnen zu entwickeln

Synergien unserer Zusammenarbeit

Erweiterung Ihres Teams durch tiefe Produkt Expertise

Das Expert Labs Service Portfolio

Automation
-IT-Autom (AIOps,Inst., Turbo)
-Integration
-Network Autom
-App Mod
-Apptio

Data & AI
-Watson x
-Data fabric
-Databases
-Business Analytics
-Business Automation

Security
-Guardium
-Q-Radar
-Verify
-Mas360
-Hybrid Cloud Security Solutions

Sustainability
- Envizi
- Maximo
- OMS
- ELM

Infrastructure
- IBM Cloud
- **Power**
- **Storage**
- zStack
- LinuxONE
- GDPS

... deckt alle Technologiefelder ab

IBM Technology Expert Labs offering framework

Advise

Evaluate systems, processes, and preparedness and make recommendations

Assess
Analyze the business process, systems, or applications, to provide a findings report, project plan or scope of work recommendations based on client's needs

Architect or Plan
Provide technical thought, leadership, advice, and guidance for the adoption and deployment of IBM Technology

Implement

Execute projects with skills and confidence

Install, Provision, or Configure
Install, provision, or configure IBM products suitable for a single environment

Build
Implement a solution based on IBM recommended best practices. May include install, provision and configurations

Migrate
Upgrade client's software, environment, or move workloads

Perform
Perform code or configuration changes to support the functioning of an existing solution

Accelerate

Grow business value through on-going collaboration and deep expertise on-demand

Expertise Connect
Provide technical insights on *optimal IT operations in a **continuous engagement*** model, planning change management, troubleshooting, and delivered by a **consistent expert who knows** the specific environment and customizes recommendations

Learn

Build team skills with customized training and learning

Interactive Training
Live (classroom and/or remotely delivered) training from experienced experts, **customized courses** with **hands-on** best practice skill transfer

IBM and Business Partner Internal Use Only

Business Partners:
Why working with Expert Labs?

IBM Technology Expert Labs

- Helps BPs **progress sales and accelerate adoption** of IBM Technology
- **Engages with and complements** the skills of BPs
- **Does not compete** with or replace BP services practices
- Ensures **BPs retain control** of their client relationships

Working with IBM Expert Labs:

- Gives **access to expertise** of IBM consultants
- Gives access to **skills transfer and shadowing**
- Helps **grow sales and extend business scope**
- Helps **reduce risk** of working with new technologies

Expert Labs provides our Partners the competitive advantage needed to succeed

IBM Expert Labs Standard Offerings for Storage

- 5-Day Project Units
- Pre-priced
- Standardized Content
- Available in eConfig

Standard Service Offerings are Flexible

- Purchase Project-Units at time of sale or during product lifecycle
- Flexibility within the category (e.g. Build, Perform, Assess, Migrate)

Standard Service Offerings are Easy

- Choice of onsite or remote
- Details: ibm.biz/systemsexpertlabsofferings

Build (Offering # 7011-4700)	**Perform** (Offering # 7011-4900)	**Assess** (Offering # 7011-4000)
▪ Build IBM FlashSystem ▪ Build IBM Storage Fusion Hyper Converged Infrastructure (HCI) ▪ Build IBM TS7700 ▪ Build IBM Storage Scale Server (ESS) ▪ Build IBM Storage Scale / ESS Protocol Nodes ▪ Build IBM Storage Protect ▪ Build IBM Storage Protect Plus ▪ Build Storage Protect Solution for PowerVS on IBM Cloud ▪ Build IBM DS8000 ▪ Build IBM Storage Ceph Cluster ▪ Build IBM Storage Ceph Ready Node Cluster	▪ Perform Upgrade IBM FlashSystem Software ▪ Perform Upgrade IBM Storage Scale / ESS Software ▪ Perform Upgrade IBM Scale / ESS Protocol Node Software ▪ Perform Upgrade IBM Storage Protect ▪ Perform Upgrade IBM Storage Protect Plus ▪ Perform Storage Data Sanitization for IBM DS8000 ▪ Perform IBM Storage Ceph Upgrade ▪ Perform Red Hat Ceph 4.3 to Red Hat Ceph 5 Upgrade ▪ Perform RHEL 7 to RHEL 8 Upgrade for Red Hat Cluster	▪ Assess IBM DS8000 Health ▪ Assess IBM Elastic Storage Server Health ▪ Assess IBM Storage Scale Health ▪ Assess IBM Storage Protect Health ▪ Assess IBM TS7700 Health ▪ Assess Storage Cyber Resiliency ▪ Assess IBM FlashSystem Health ▪ Assess IBM Storage Ceph Cluster Health

Storage Generic Unit (Offering # 7011-4111)	▪ IBM Expert Labs Project Unit for IBM Storage Services

NOTE: Generic Unit # 7011-x111: Client can choose any of the Standard Offerings within a 12-month period

IBM Expert Labs Custom Offerings for Storage

- Flexible to client needs
- Build totally custom scope from scratch
- Choice of onsite or remote
- Make modifications to existing offerings
- For first-of-a-kind (FOAK)

  - Details: Expert Labs_STORAGE_Custom - 2024-Feb-14 (seismic.com)

Advise	Implement
▪ Assess Storage Scale Performance	▪ Build IBM FlashSystem Cyber Recovery Guarantee ▪ Perform IBM FlashSystem Cyber Recovery Guarantee Validation ▪ Build IBM Storage Ceph Ready Node Cluster ▪ Build Cyber Vault ▪ Build IBM Storage Copy Data Management ▪ Build Data Encryption with IBM Security Guardium Key Lifecyle Manager (SGKLM) ▪ Perform Cyber Vault Architecture Workshop (CV-AW) ▪ Build IBM Storage Scale ▪ Build IBM Storage Solutions for Data and AI ▪ Migrate Cloud Pak for Data to Fusion Data Foundation ▪ Build Storage Solutions for Hybrid Multicloud ▪ Build IBM Storage Fusion Software Defined Storage ▪ Build IBM Storage Defender Data Protect Ready Nodes ▪ Migrate data to DS8k (TDMF)

Standard Offerings for Power

- 5-Day Project Units
- Pre-priced
- Standardized Content
- Available in eConfig

Standard Service Offerings are Flexible

- Purchase Project-Units at time of sale or during product lifecycle
- Flexibility within the category (e.g. Build, Perform, Assess, Migrate)

Standard Service Offerings are Easy

- Choice of onsite or remote
- Details: ibm.biz/systemsexpertlabsofferings

Plan (Offering # 7011-3500)	**Build** (Offering # 7011-3700)	**Assess** (Offering # 7011-3000)
▪ Plan Hybrid Cloud for IBM Power ▪ Plan SAP HANA Data Migration on IBM Power ▪ Plan Migration on IBM Power10	▪ Build IBM PowerVC ▪ Build IBM Power Enterprise Pools ▪ Build IBM Power Shared Utility Capacity ▪ Build SAP HANA on IBM Power ▪ Build IBM PowerHA ▪ Build IBM Power VM Recovery Manager ▪ Build IBM PowerSC ▪ Build Red Hat OpenShift on IBM Power ▪ Build Red Hat Ansible Automation for IBM Power ▪ Build SAP HANA Starter Edition on IBM Power	▪ Assess IBM Power System Health ▪ Assess SAP HANA Health on IBM Power ▪ Assess IBM Power Performance ▪ Assess IBM Power Availability ▪ Assess SAP HANA Performance on IBM Power ▪ Assess IBM Power Security for IBM AIX, Linux, or Red Hat OpenShift ▪ Assess Power Security for IBM I ▪ Assess IBM Power Shared Utility Capacity ▪ Assess IBM Power Database Performance
Migrate (Offering # 7011-380		
▪ Migrate Workloads to IBM Power Virtual Server ▪ Migrate with IBM PowerVM LPM and SRR Automation Tool		

Power Generic Unit (Offering # 7011-3111)	▪ IBM Expert Labs Project Unit for IBM Power Services

NOTE: Generic Unit # 7011-x111: Client can choose any of the Standard Offerings within a 12-month period

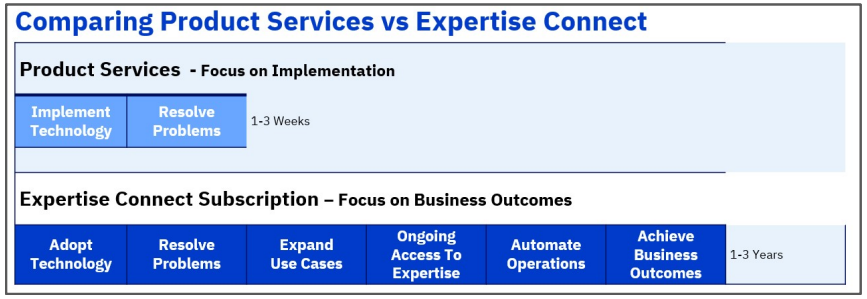
IBM Expert Labs Custom Offerings for Power

- Flexible to client needs
- Build totally custom scope from scratch
- Choice of onsite or remote
- Make modifications to existing offerings
- For first-of-a-kind (FOAK)

  - Details: Expert Labs_POWER_Custom - 2024-Feb-14 (seismic.com)

Advise	Implement	Implement
▪ Plan for IT Automation on IBM Power ▪ Plan for Application Modernization on IBM Power ▪ Assess IBM PowerVM Health ▪ Assess IBM Power Capacity ▪ Assess IBM PowerHA ▪ Plan for Data and AI on IBM Power ▪ Assess SAP HANA on IBM Power Linux Security ▪ Assess Oracle Licensing ▪ Plan Oracle Exadata Migration to IBM Power ▪ Assess IBM i Performance ▪ Assess Modernization Applications for IBM i and Db2 ▪ Assess Db2 Mirror for IBM i ▪ Assess IBM Db2 for i SQL Performance ▪ Architect IBM I DevOps ▪ Assess DevOps Merlin IBM i CI/CD	▪ Build Virtual Machines with IBM PowerVM Provisioning Toolkit ▪ Configure Instana for IBM Power Performance Monitoring ▪ Configure Turbonomic for IBM Power Application Resource Management ▪ Migrate Red Hat OpenShift to IBM Cloud with IBM Power Virtual Server ▪ Build IBM Power Cloud Backups ▪ Build Red Hat OpenShift and IBM Cloud Pak on IBM Power ▪ Build AI Applications Lifecycle Management with IBM Cloud Pak for Data ▪ Build Cloud Rack for Red Hat OpenShift and IBM Cloud Paks ▪ Build IBM Cloud Pak for Data on IBM Power ▪ Build IBM RESTful Services Hub for IBM Power ▪ Build IBM Private Cloud Rack for Db2 Warehouse ▪ Perform AIX and Linux Security Optimization ▪ Build AI on IBM Power ▪ Perform AI Use Cases on Power ▪ Build Python Machine Learning on AIX/IBM I ▪ Assess Inferencing on Power10 for traditional Db2/Oracle clients	▪ Perform Open Neural Network Exchange (ONNX) Use Case ▪ Perform Power10 Matrix Math Assist (MMA) Use Case ▪ Install and Configure Linux on IBM Power ▪ Build SAP HANA Advanced Features on IBM Power ▪ Migrate Data to SAP HANA on IBM Power ▪ Perform AIX Upgrade ▪ Build IBM PowerHA SystemMirror for AIX ▪ Install and Configure IBM License Management Tool (ILMT) for Software Asset Management ▪ Migrate to IBM I Infrastructure ▪ Build IBM PowerHA SystemMirror for IBM i ▪ Build HA/DR Solution with PowerHA Tools for IBM i IASP Manager ▪ Perform IBM i Security Services ▪ Install and Configure Security and Compliance Tools for IBM I ▪ Build Safeguarded Copy with IBM i ▪ Build Cyber Vault with IBM i ▪ Install and Configure Db2 Web Query for IBM i ▪ Build Full System FlashCopy and Replication for IBM i

Storage Offerings from Technology Expert Labs DACH



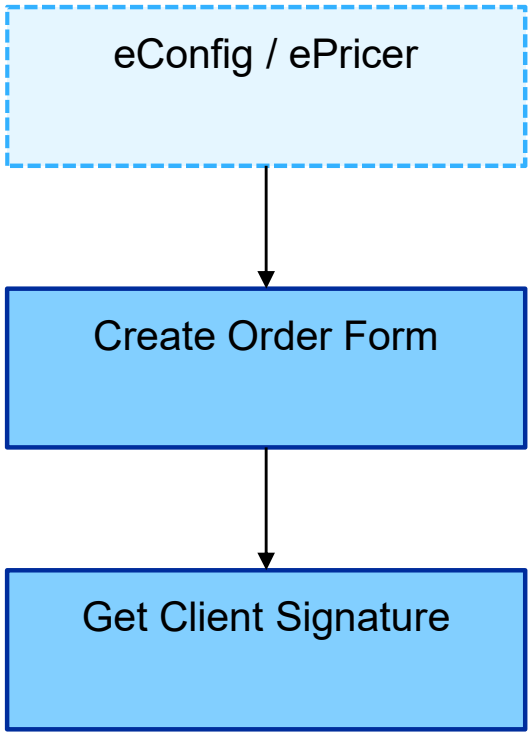
Expertise Connect

Gain instant access to deep technical expertise

- Focus on achieving faster **Business Outcomes,**
- consult on faster technology adoption
- Provides TAM (Technical Account Manager), long-term trusted advisor relationship
  - Familiar with your environment & objectives to provide personalized service, not generic solutions
  - Track Progress: annual roadmap planning, quarterly reviews against plans & weekly status reports
- Brings in highly specialized SMEs as required
  - Expand your team with assigned technology and product experts
- **Subscription-based Service** with flexible number of days and contract duration
- Details: ibm.biz/systemsexpertlabsofferings

Storage	Power	IBM Z and LinuxONE
▪ IBM Expertise Connect for Data and AI on IBM Storage (Offering # 7011-4200) ▪ IBM Expertise Connect for Hybrid Cloud on IBM Storage (Offering # 7011-4400) ▪ IBM Expertise Connect for Data Resiliency on IBM Storage (# 7011-4600)	▪ IBM Expertise Connect for Hybrid Cloud on IBM Power (Offering # 7012-3200) ▪ IBM Expertise Connect for AIX on IBM Power (Offering # 7012-3400) ▪ IBM Expertise Connect for IBM i on IBM Power (Offering # 7012-3600) ▪ IBM Expertise Connect for SAP HANA on IBM Power (Offering # 7012-2800)	▪ IBM Expertise Connect for z/OS on IBM Z (Offering # 7012-2200) ▪ IBM Expertise Connect for Security on IBM Z/LinuxONE (Offering # 7012-2800) ▪ IBM Expertise Connect for Linux on IBM Z/LinuxONE (Offering # 7012-2900)

Standard Offerings
Flowchart



Optional
Create Quote with HW Config
Will not result in an Order

Contact TEL Sales
(DACH: wochs@de.ibm.com)

Send signed order form to:
systems-expert-labs@ibm.com

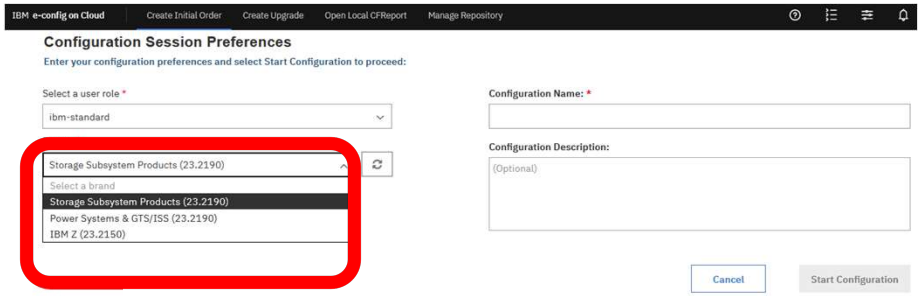
Aus eConfig kommt keine Bestellung !

Wenn Services mit HW verkauft werden, werden 2 Bestellscheine benötigt

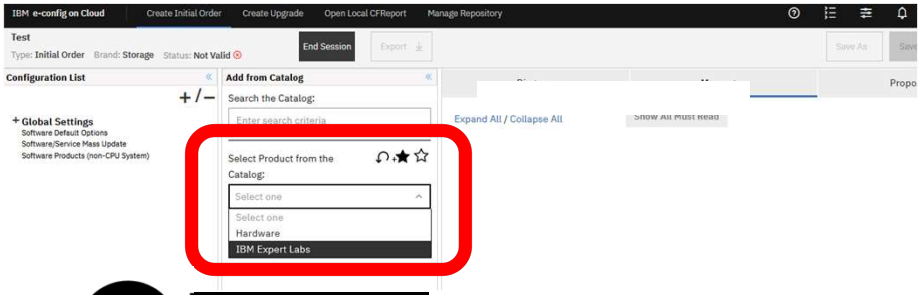
- eConfig is the tool used to create a configuration for IBM Systems hardware and associated software, services, and maintenance.
- ePricer is the tool used after eConfig for Channel/sellers to get discounted rates on the config.
- Expert Labs Services are not ordered via eConfig nor ePricer, a seller must get a separate agreement/contract for services to actually order.

Standard Offerings

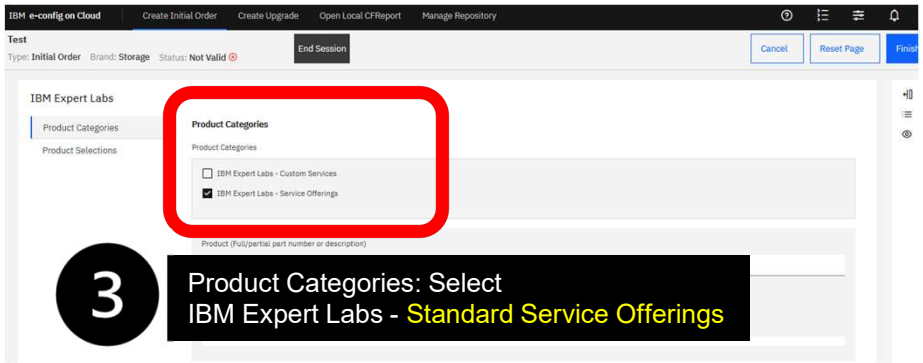
Quote & Discounting 1 of 2



1 Select Brand (Storage, Power, Z)



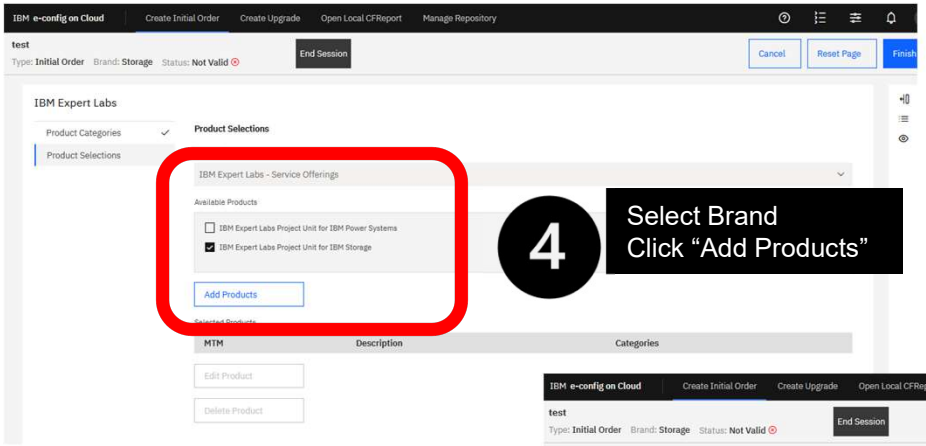
2 Catalog: Select IBM Expert Labs

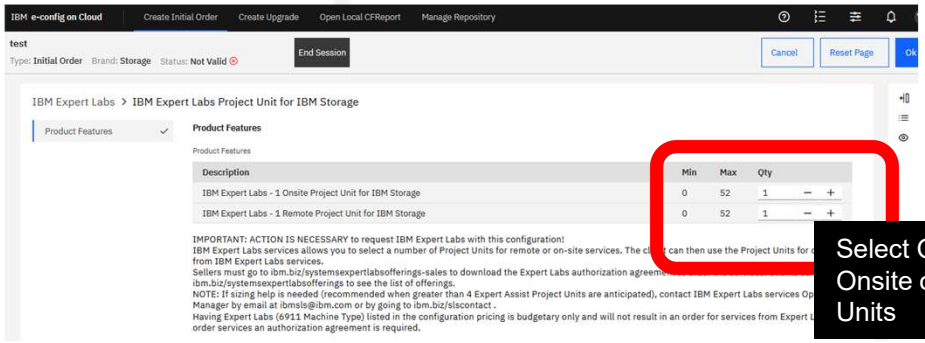


3 Product Categories: Select IBM Expert Labs - Standard Service Offerings

Standard Offerings

Quote & Discounting 2 of 2



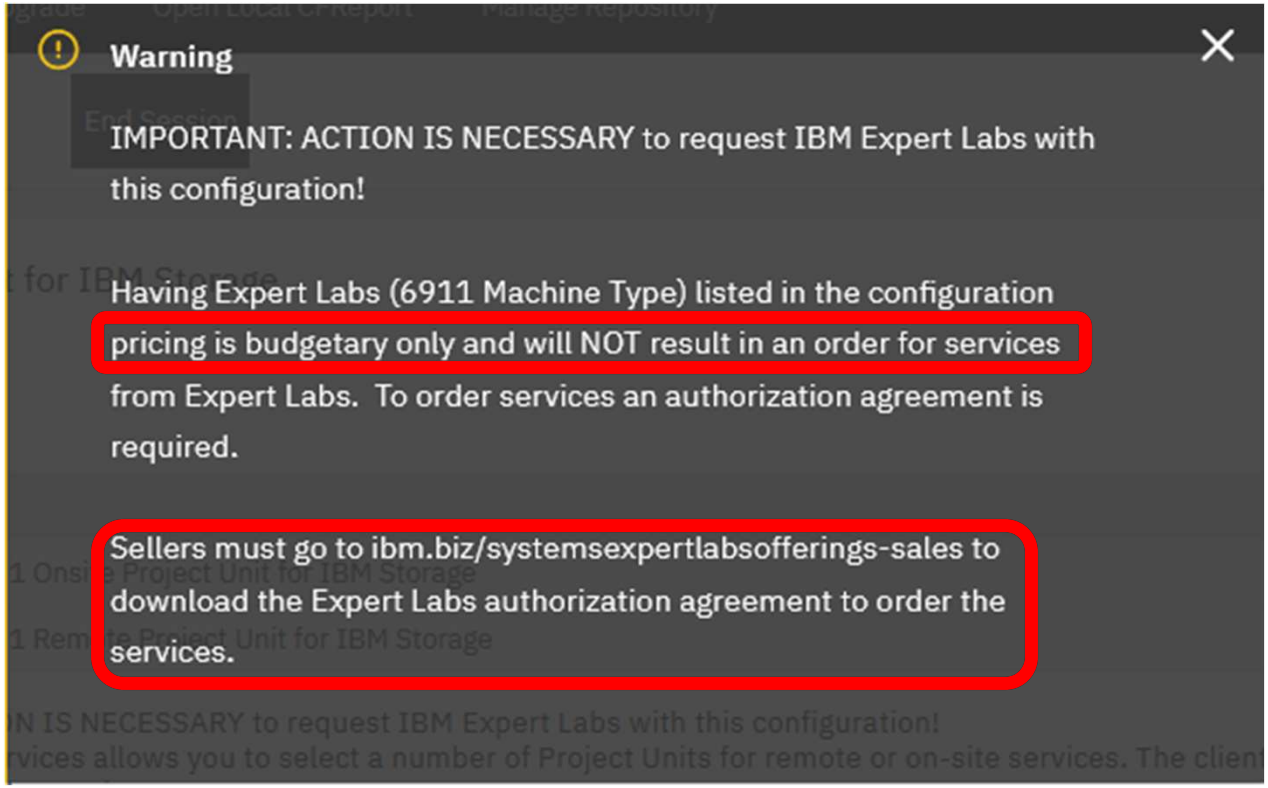


Product	Description	Qty	Purchase
6911-401	IBM Expert Labs Project Unit for IBM Storage	1	N/C
SVOS	IBM Expert Labs - 1 Onsite Project Unit for IBM Storage	1	14.446,00
SVRS	IBM Expert Labs - 1 Remote Project Unit for IBM Storage	1	12.246,00

LIST Price

NOTE: In eConfig it will show as 6911-301 (Power), 6911-401 (Storage), 6911-201 (zSystems) with a feature code for remote or on-site and the default LIST PRICE

Standard Offerings
Read Warning Message



Aus eConfig kommt keine Bestellung !

Wenn Services mit HW verkauft werden, werden 2 Bestellscheine benötigt

Standard Offerings

Order Document 1 of 3

Link: ibm.biz/systemsexpertlabsofferings-sales

Quoting and Ordering of IBM Systems Expert Labs Standard Offerings

Quote: You can quote using the Project Unit Prices tables below.
Order: A Manual Order Form is required to order. An IBM representative is the only one authorized to the form and will complete it; contact systems-expert-labs@ibm.com for assistance.

Order Form required

Manual Order Form Templates

**IMPORTANT: Manual Order Forms MUST use the pricing found in the 'Project Unit Prices' links below. Pricing from eConfig and ePricer are only budgetary/indicative prices; instead, use the prices in the 'Project Unit Prices' section. One Project Unit is ~1 week.

CHOOSE ONE OF THE FOLLOWING OPTIONS:
(Authority to view/download these documents are restricted to IBM. IBM personnel need to make sure they are logged into IBM Terms in order to have visibility to the documents.)

1. **IBM is Subcontractor for T1 BP or Distributor (BPA as Base Agreement):**
   T1 BP as Subcontractor i126-9649: T1 BP has financial obligations to IBM and IBM has service delivery obligation to T1 BP. User's Guide
2. **IBM is Subcontractor for Client as Prime Contractor (CRA as Base Agreement):**
   Prime Contractor i126-9786: Prime Contractor has financial obligations to IBM and IBM has service delivery obligation to Prime Contractor. User's Guide
3. **Distributor with T2 BP as Prime Contractor to End User:**
   2 agreements necessary.
   Distributor i126-9647: Distributor has financial obligations to IBM. User's Guide
   T2 BP as Prime i126-9650: IBM has service delivery obligation to T2 BP. User's Guide
4. **Distributor/T1 Resale: IBM Services to End User sold through T1 BP or Distributor with T2 BP:**
   2 agreements necessary:
   Distributor/T1 Reseller i126-9647: Distributor/T1 has financial obligations to IBM. User's Guide
   End User i126-9648: IBM has service delivery obligation to End User Client. User's Guide

Manual Order Forms

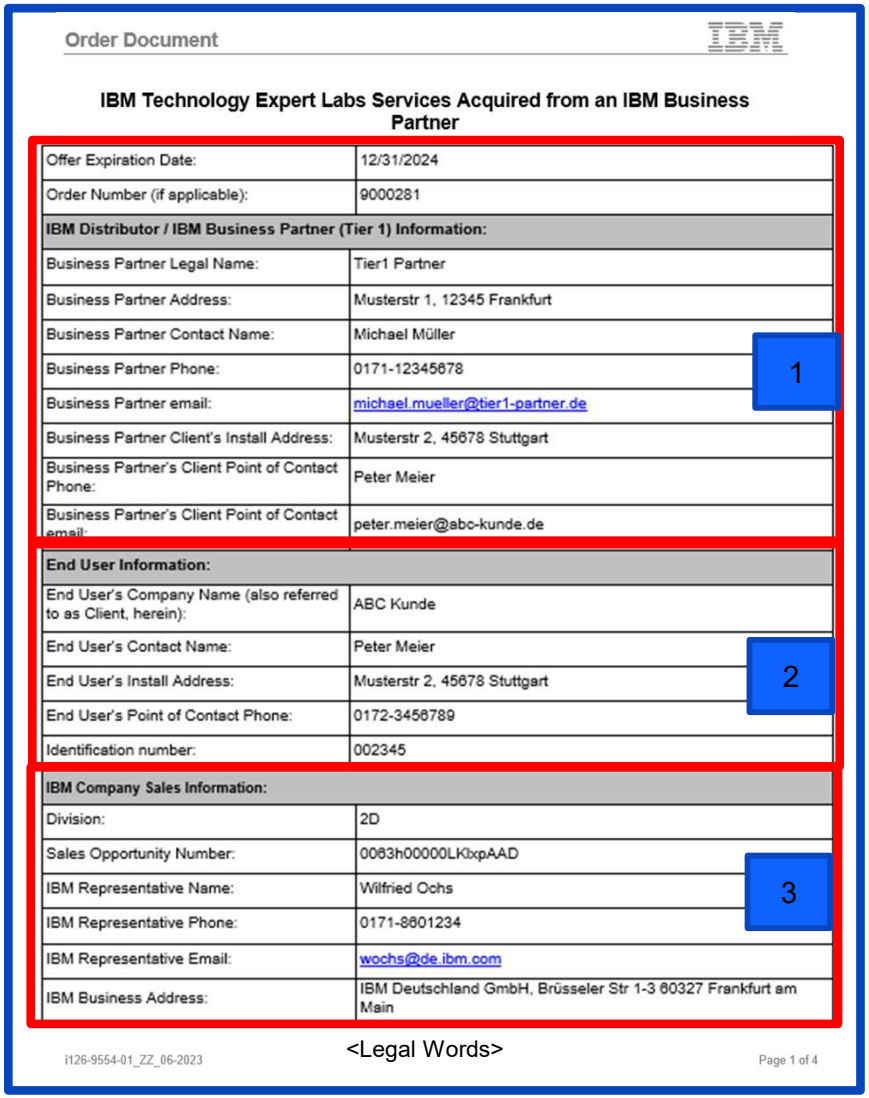
Project Unit Prices:

- Channel Standard Offerings pricing
- Channel Expertise Connect Subscription Offering pricing

Find the Discount Price on Seismic

Customers can see Offering Descriptions here: ibm.biz/systemsexpertlabsofferings

Standard Offerings
Order Document 2 of 3



Order Document

IBM

IBM Technology Expert Labs Services Acquired from an IBM Business Partner

Offer Expiration Date:	12/31/2024
Order Number (if applicable):	9000281
IBM Distributor / IBM Business Partner (Tier 1) Information:	
Business Partner Legal Name:	Tier1 Partner
Business Partner Address:	Musterstr 1, 12345 Frankfurt
Business Partner Contact Name:	Michael Müller
Business Partner Phone:	0171-12345678
Business Partner email:	michael.mueller@tier1-partner.de
Business Partner Client's Install Address:	Musterstr 2, 45678 Stuttgart
Business Partner's Client Point of Contact Phone:	Peter Meier
Business Partner's Client Point of Contact email:	peter.meier@abc-kunde.de
End User Information:	
End User's Company Name (also referred to as Client, herein):	ABC Kunde
End User's Contact Name:	Peter Meier
End User's Install Address:	Musterstr 2, 45678 Stuttgart
End User's Point of Contact Phone:	0172-3456789
Identification number:	002345
IBM Company Sales Information:	
Division:	2D
Sales Opportunity Number:	0063h00000LKbxpAAD
IBM Representative Name:	Wilfried Ochs
IBM Representative Phone:	0171-8601234
IBM Representative Email:	wochs@de.ibm.com
IBM Business Address:	IBM Deutschland GmbH, Brüsseler Str 1-3 60327 Frankfurt am Main

<Legal Words>

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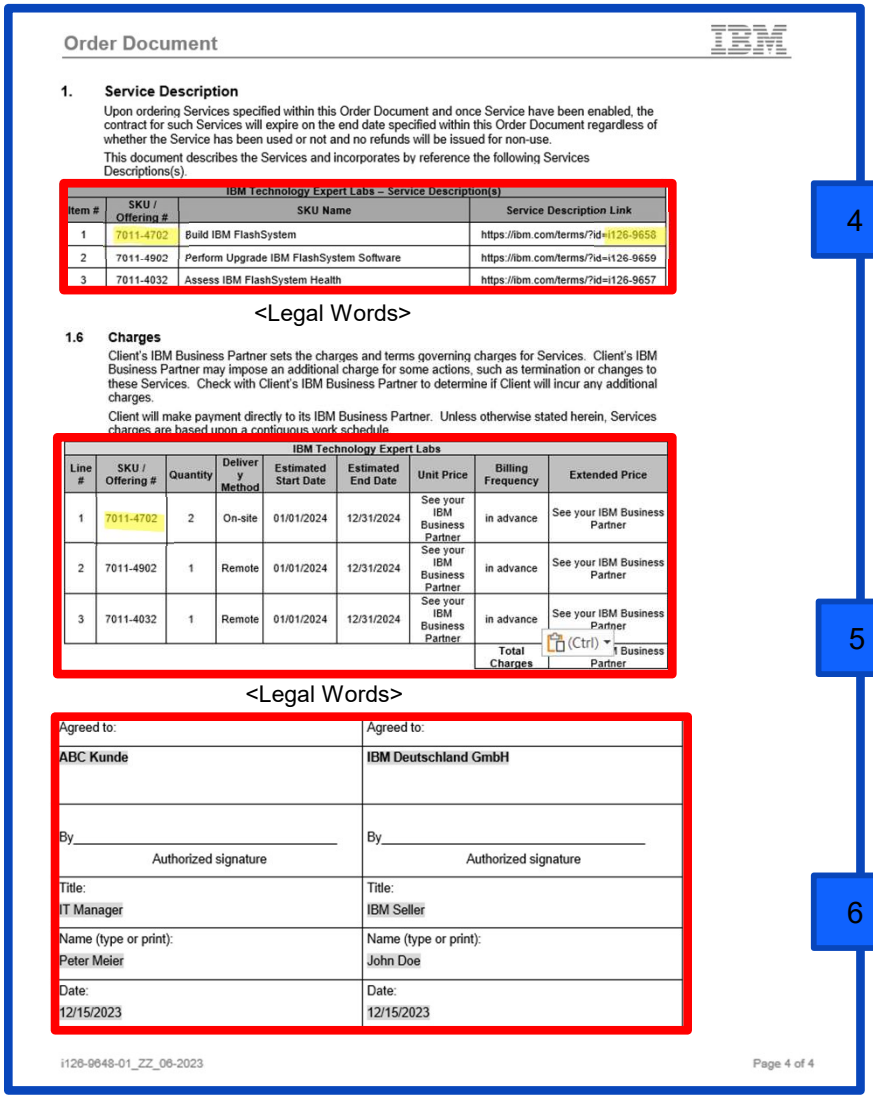
1

2

3

- **Fill out Tier 1 Distributor / BP information**
- **Fill out End User (client) information**
- Important: correct customer number from CMR
- **Fill out IBM seller Information**

Standard Services
Order Document 3 of 3



Order Document

1. **Service Description**

Upon ordering Services specified within this Order Document and once Service have been enabled, the contract for such Services will expire on the end date specified within this Order Document regardless of whether the Service has been used or not and no refunds will be issued for non-use.

This document describes the Services and incorporates by reference the following Services Descriptions(s).

IBM Technology Expert Labs – Service Description(s)

Item #	SKU / Offering #	SKU Name	Service Description Link
1	7011-4702	Build IBM FlashSystem	https://ibm.com/terms/?id=i126-9658
2	7011-4902	Perform Upgrade IBM FlashSystem Software	https://ibm.com/terms/?id=i126-9659
3	7011-4032	Assess IBM FlashSystem Health	https://ibm.com/terms/?id=i126-9657

<Legal Words>

1.6 Charges

Client's IBM Business Partner sets the charges and terms governing charges for Services. Client's IBM Business Partner may impose an additional charge for some actions, such as termination or changes to these Services. Check with Client's IBM Business Partner to determine if Client will incur any additional charges.

Client will make payment directly to its IBM Business Partner. Unless otherwise stated herein, Services charges are based upon a contiguous work schedule.

IBM Technology Expert Labs

Line #	SKU / Offering #	Quantity	Delivery Method	Estimated Start Date	Estimated End Date	Unit Price	Billing Frequency	Extended Price
1	7011-4702	2	On-site	01/01/2024	12/31/2024	See your IBM Business Partner	in advance	See your IBM Business Partner
2	7011-4902	1	Remote	01/01/2024	12/31/2024	See your IBM Business Partner	in advance	See your IBM Business Partner
3	7011-4032	1	Remote	01/01/2024	12/31/2024	See your IBM Business Partner	in advance	See your IBM Business Partner
							Total Charges	1 Business Partner

<Legal Words>

Agreed to:	Agreed to:
ABC Kunde	IBM Deutschland GmbH
By_____ Authorized signature	By_____ Authorized signature
Title: IT Manager	Title: IBM Seller
Name (type or print): Peter Meier	Name (type or print): John Doe
Date: 12/15/2023	Date: 12/15/2023

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5

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- **Services Description Section:**
  - Enter Offering (SKU) Number
  - Service Description Name
  - Enter Service Descriptor Link
    - Assess: (i126-9657)
    - Build: (i126-9658)
    - Perform: (i126-9659)

IBM Expert Labs Build Services for IBM Storage
Offering # 7011-4700
Service Descriptor Link (i126-9658)

	Service Description Name	Offering #	Project Units
1	Build IBM FlashSystem	7011-4702	1
2	Build IBM Storage Fusion Hyper Converged Infrastructure (HCI)	7011-4710	2
3	Build IBM TS7700	7011-4716	2

- **Charges Section:**
  - Enter Offering (SKU) Number
  - Enter Quantity
  - Enter Delivery Method (On-site / Remote)
  - Enter Start and End Date
  - If direct: enter price and discount

- **Get Signatures (Client and IBM)**

- **Send signed order form to:**
  systems-expert-labs@ibm.com **and:** wochs@de.ibm.com

Key Resources

- Contact us at systems-expert-labs@ibm.com
- Seach Pre-Packaged Service Offerings
- Power Practice
- Storage Practice
- IBM Z and LinuxONE Practice
- IBM Z A&PS Practice

Need help from Systems Expert Labs?	
Access Systems Expert Labs sales resources on Seismic	https://ibm.seismic.com/Link/Content/DCfQDHQq2qgcMGmBR6bdXW8dD82P
Ask anything by email	**Wilfried Ochs** wochs@de.ibm.com