

Benefits of an IBM Maintenance Agreement

Service Feature	With an IBM MA Contract	Benefits to the Customer	Factors to consider without an IBM MA Contract
Parts	<p>Yes - Immediate access to \$100M+ of parts in UK.</p> <p>Genuine IBM parts with full warranty at latest firmware / microcode levels.</p> <p>Parts refreshed regularly with each EC release.</p>	<p>Proven IBM parts will aid recovery time.</p> <p>Latest firmware/microcode levels are designed to minimise downtime.</p>	<p>Limited stock can result in delays.</p> <p>Are parts used at latest levels? If not there can be compatibility issues increasing downtime.</p> <p>Are IBM parts second user?</p>
Microcode Updates	<p>Yes – all updates included.</p> <p>Proactive approach from IBM with updates sent to customer.</p>	<p>Optimum system performance resulting in minimal downtime</p>	<p>IBM will provide only health and safety related updates. No performance updates are provided free of charge.</p>
IBM RETAIN Database	<p>Yes – Global knowledge base of all known faults.</p> <p>All IBM support staff and field Customer Engineers have full access.</p>	<p>CE's can access previous fault and fix experience around the world. This improves recovery and maximises availability</p>	<p>No access to RETAIN.</p> <p>Limited visibility of problems increasing time to fix.</p>
IBM Customer Engineers UK-wide with full backup	<p>Yes - Over 1100 CE's across all IBM Platforms. In addition there are approximately 100 Remote Support Specialists.</p>	<p>Nationwide pool of Customer Engineers trained and educated to latest skill levels.</p>	<p>Engineers trained and educated to the latest skill levels.</p> <p>Possible delays in getting the right skill at the right time.</p>
Remote monitoring and repair	<p>Yes – Electronic Service Agent (ESA) is available free to all IBM contracted customers</p>	<p>Immediate problem reporting and provides proactive fixes without the need to send an engineer to site.</p>	<p>Proactive fixes or limited to problem reporting without full inbound and outbound functionality?</p>
Full access to ESA functionality	<p>Yes – Vital Product Data (VPD) capture PLUS additional features My Systems, My Alerts, My Search, My Notifications</p>	<p>Speedier problem resolution as VPD gives deeper level of detail on problem</p> <p>Tailored reporting</p>	<p>Usually limited to problem alerting and not full inbound and outbound functionality.</p>
Remote fix / reconfiguration	<p>Yes. Over 40% of server calls are fixed remotely.</p>	<p>Maximises availability and reduces the problem determination and resolution time</p>	<p>Is Remote Fix service provided or is an engineer sent to site to diagnose fault and then order parts?</p>
Ongoing investment and broader capabilities	<p>Yes - IBM and non-IBM services.</p> <p>Ability to handle highly complex IT environments. IBM Multi-vendor Centre.</p>	<p>Not limited to IBM platform only. Consistent service levels. Ease of management. Minimise downtime in complex situations.</p>	<p>Normally limited to specific platforms. Limited technical resources on high end machines.</p> <p>Limited multi-vendor skills.</p>
SUMMARY	ALL OF THE ABOVE	MAXIMISE AVAILABILITY	EXTENDED DOWNTIME