

*IBM Network Station Family of Thin Clients*  
*Access for today, flexibility for tomorrow*



# IBM Network Station Service and Support for V2R1

**August 30, 1999**





## Why IBM Support???

- **IBM Support can offer a "total solution" to the customer**
- **IBM Support can be a competitive advantage**
  - ▶ **For the Customer**
    - Depth and breadth of our coverage, experience in integrating multiple operating systems, worldwide in scope...
  - ▶ **For Business Partners**
    - Opportunity to offer customer services knowing you can contact IBM for answers if necessary
- **IBM Support can avoid Customer Sat problems**
  - ▶ **Customers want**
    - Accurate responses, effective and timely solutions, single point of contact, ownership of problem, high skill level...
- **IBM Support can help build Customer Loyalty**



## Service and Support At A Glance...

### ■ Software

- ▶ Via Support Line
- ▶ Delivery enhancements
- ▶ Major change to contracts

### ■ Hardware

- ▶ Via country hardware service line

### ■ Sales

- ▶ Partnerline / Techline / ViewBlue

### ■ For additional details regarding Service and Support

- ▶ Go to <http://www.ibm.com/nc>
  - select your country
  - from the left hand column, select "Support"
  - under the Important Information section, select "Additional Service and Support Information"



# IBM Support Line Contract Enhancements

## ■ Enhancements

- ▶ **Base plus Options**
  - ▶ **Consistent WW support, pricing and terms across all platforms including multivendor platforms**
  - ▶ **Staged implementation:**
    - US and Canada July 1999
    - LA and AP August 1999
    - Europe, Middle East and Africa 1st half of 2000
- 
- **More flexible, easier to understand and less costly options**
  - **Simplified contracts; more integrated solution options**
  - **Improved delivery including dependable call-back times**
  - **Predictable costs**
  - **Support Line for Business Partners**



## Customer

### *Usage and Defect Support*

#### ■ Telephone software service and support

- ▶ Support may be provided under a Business Partner contract or an IBM Support Line contract.

#### ■ Hardware service line for hardware service and support

- ▶ Customer Carry-In Exchange via mail or on-site upgrade available. Outside the US, call your country hardware service line. US, call 800-IBM-SERV.

#### ■ Additional Services/Support

- ▶ **Go to <http://www.ibm.com/nc>**
  - Select your country
  - From the left hand column, select "Support"
  - From the left hand column, select "Frequently asked questions," "Hints and tips," "On-line publications," and more
- ▶ **IBM Global Services**
  - IBM offers Business Transformation Services, e-business Services and Total System Management Services. See <http://www.ibm.com/services> for the services available in your country.



## **Business Partner** *Sales Support*

### ■ **Authorized IBM Tier 1**

- ▶ **Outside the US, use current country entitlement. US offers PartnerLine, NETeam, BESTeam, and PSG HelpCenter (for IBM Network Stations attached to an IBM PS Server).**

### ■ **Authorized Tier 2**

- ▶ **Contact the Distributor**

### ■ **Business Partners in Europe**

- ▶ **Qualified Business Partners supported via phone and e-mail by the Hursley Center of Competency.**

### ■ **Field Technical Sales Specialists or Brand Sales Specialists**

- ▶ **May not be available in all countries**



# Business Partner

## *Usage and Defect Support*

### ■ Authorized IBM Tier 1

- ▶ Outside the US, use current country entitlement. US offers PartnerLine, NETeam, BESTeam, and PSG HelpCenter (for IBM Network Stations attached to an IBM PS Server).

### ■ Authorized Tier 2

- ▶ Contact the Distributor or purchase an IBM Support Line contract.

### ■ Business Partners in Europe

- ▶ Qualified Business Partners supported via phone & e-mail by the Hursley Center of Competency.

### ■ Hardware service line for hardware service and support

- ▶ Customer Carry-In Exchange via mail or on-site upgrade available. Outside the US, call your country hardware service line. US, call 800-IBM-SERV.

### ■ New IBM Server Promotions

- ▶ Countries may offer a 60-90 day start-up period of free software support when purchasing an IBM server. Check with the local IBM Representatives.



# Business Partner

## Network Station Support Websites

### ■ Authorized IBM Business Partner Website

#### ▶ <http://www.ibm.com/>

- Select "Business Partners", then select "Network Station" as the product when entering "PartnerInfo"
- Support for "QuickOn for Windows"
- Citrix Device Services (CDS)
- Frequently Asked Questions
- Hints and Tips
- On-line pubs
- . . . and more

### ■ Non-Authorized Business Partners

#### ▶ <http://www.ibm.com/nc/> then select "Support"

- Support for "QuickOn for Windows"
- Citrix Device Services (CDS)
- Frequently Asked Questions
- Hints and Tips
- On-line pubs
- . . . and more





## IBMers

### ■ Sales Support

#### ▶ Techline

- Outside the Americas, contact local Techline.
- Americas: <http://w3.techline.ibm.com>, [comline@ibmus](mailto:comline@ibmus), t/l 445-6500 (option #8)

#### ▶ ViewBlue

- <http://w3.viewblue.ibm.com>

#### ▶ Field Technical Sales Specialists or Brand Sales Specialists

- May not available in all countries

#### ▶ Network Station Website

- <http://w3.ibm.com/nc>



## WW Technical Education

- **IBM Network Station Manager Version 2 Training CD**
  - ▶ **IBM Publications: SK3T-3024-02**
  
- **IBM Network Station Hardware Training CDs**
  - ▶ **IBM Publications: Series 2800 (SY44-0073), Series 2200 (SY44-0074)**
  
- **IBM Network Station Manager Version 2 Installation Redbook, Product Pubs, Advanced Information, etc.**
  - ▶ **Available on the web: <http://www.ibm.com/nc/pubs>**



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<http://www.ibm.com/nc>

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