



# R10

## xSeries Post Sales Support

Jack Jones/Monique Rosales xSeries /PWS Team Leads NA

**IBM @server xSeries**  
**Technical Conference**

Aug. 9 - 13, 2004

Chicago, IL

**R10**

**xSeries Post Sales  
Support**

**Support on Demand**

xSeries Technical Conference  
Chicago 2004

Jack Jones

Monique Rosales

# xSeries Sales/Post SalesSupport

## Agenda

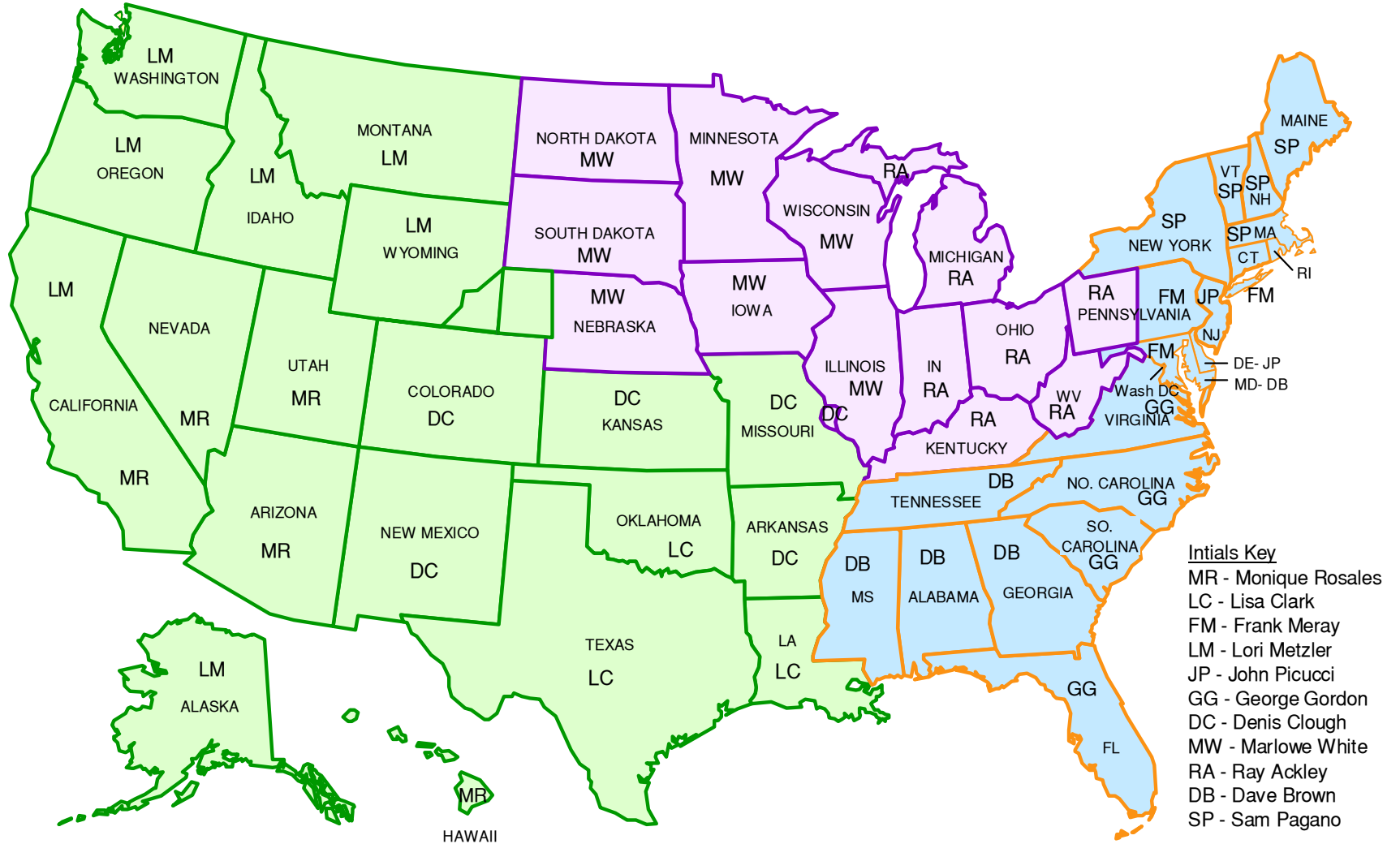
- CSM Overview
- Best Practices
- Server Proven
- SPORE
- SAR/eSAR
- eSolution
- eSupport
- Warranty Support
- IBM SERV
- Atlanta
- Raleigh
- Crit Sit
- Cust Sup Plan
- Q&A

R10

# **Customer Support Managers**



# CSM US Coverage



Western Region

Central Region

Eastern Region

R10

# **Best Practices**

Jack Jones

CSM Team Lead  
East/Central

# R10

- xSeries Sales/Warranty/Post Support

Steps to a Proven Solution

Server Proven

Configurator

SPORE

SAR/eSAR

Testing

Updating Considerations

Change Management

# R10

## ■ ServerProven

- <http://www.pc.ibm.com/us/compat/index/index.html>
  - Pick your country Solutions Directory
  - ServerProven Solutions Catalog
  - ServerProven **hardware**
  - Middleware
  - Certified **NOS & OS** info
  - PartnerWorld for Developers
  - Validated solutions
  - Case studies
- **Reduce Risk of a CritSit & Prevent having a non-supported solution**
  - Currently have many Critical Situations that were caused by non server proven adapters or OS.

*It is well worth your time*



- Select a country
- Servers
  - Intel-based servers
  - Storage
  - Upgrade Center
  - Support
- More info:
  - Solutions
  - Services

# IBM Server Proven™

Compatibility for Hardware, Applications, and Middleware

The IBM ServerProven® program validates selected products for compatibility with IBM @server xSeries servers.

Through the ServerProven Program, 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.

### Fast access

Compatibility by Server Model

xSeries servers [Go]

ServerProven Program Participants

### More Compatibility

Other Servers [Go]

- NOS Support
- NOS Certification
- Configuration & Options Guide (COG)

- HW/SW compatibility
- Resources:
  - How to buy
  - Webcasts
  - News and Awards
  - Library

### Compatibility Info by Product Type

<b>Applications</b> <a href="#">IBM</a> <a href="#">Non-IBM</a>	<b>Peripherals</b> <a href="#">Monitors,mice...</a> <a href="#">Rack Enclosures/Kits</a>	<b>Storage Devices</b> <a href="#">CD-ROM/DVD-ROM</a> <a href="#">Disk Controllers</a> <a href="#">External Expansion</a> <a href="#">Fibre Channel</a> <a href="#">Hard Disk Drives</a> <a href="#">SCSI Repeater Cards</a> <a href="#">Shared Storage</a> <a href="#">Tape Backup Units</a> <a href="#">Active PCI Info</a>
<b>Communications</b> <a href="#">Host Attach Adapters</a> <a href="#">LAN Adapters</a> <a href="#">Wide-Area Networking</a>	<b>System Upgrades</b> <a href="#">Memory</a> <a href="#">Power</a> <a href="#">Security</a> <a href="#">System Management</a> <a href="#">Processor</a>	
<b>Other Products</b> <a href="#">Cables</a> <a href="#">Network Stations</a>		

- Resources
- How to buy
- Webcasts
- News and Awards
- Library

LAN Compatibility Page 1 of 1

Manufacturer	Part Number	Description	x450-8688	x445-8870	x440-8687	x382-8834	x360-8686	x345-8670	x335-8676,8830	x305-8673	x255-8685	x235-8671	x225-8647	x205-8480
IBM	D6P16D1	IBM 10/100 Ethernet Server Adapter	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
IBM	D6P17D1	IBM Gigabit Ethernet SX Server Adapter			✓		✓	✓	✓	✓	✓	✓		✓
IBM	D7P27D1	IBM 16/4 Token-Ring Low Profile PCI Management Adapter						✓		✓				
IBM	D9N99D1	10/100 Fast EtherLink PCI TX Server			✓		✓	✓	✓	✓	✓	✓	✓	✓
IBM	19K44D1	IBM Netfinity Gigabit Ethernet Adapter					✓							
IBM	22P49D1	IBM 10/100 Dual Port Server Adapter		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
IBM	22P68D1	PRO/1000 XT (PCI-X) Server Adapter	✓				✓	✓	✓	✓	✓	✓	✓	✓
IBM	22P78D1	NetXtreme 1000 SX Fiber Ethernet Adapter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
IBM	31P63D1	NetXtreme 1000 T Ethernet Adapter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
IBM	31P64D1	NetXtreme Dual Port Gigabit Ethernet Adapter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
IBM	34LS0D1	IBM 16/4 Token-Ring PCI Management Adapter		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
IBM	34LS2D1	IBM High Speed 100/16/4 Token-Ring PCI Management Adapter		✓	✓		✓	✓	✓		✓	✓	✓	✓

# R10

- xSeries Sales/Warranty/Post Support

SPORE (Server Proven Opportunity Request Eval)

- Tested on your configuration
- not proof of concept
- not application testing

Basic PD

Supported by the OEM manufacturer

# Solutions Assurance Advantage

## *What is Solution Assurance?*

A Technical Inspection of a Completed Solution Design by uninvolved Technical subject matter experts, which address the following questions:

- Will the Solution work?
- Is the Implementation plan sound?
- Will it meet customer requirements?



## **Why Perform a Solution Assurance Review?**

- Learn from Others
- Been there, Done that
- Deliver the right solution the first time
- Improve ease of implementation
- Reduce Risk (less than 1% of SA'ed solutions result in a CritSit)

# R10

- **xSeries eSupport**

<http://www-3.ibm.com/pc/support/>

<http://www-3.ibm.com/pc/support/site.wss/>

<http://www.ibm.com>



Search

Select a country

Select a language

# Personal computing support

Personal computing support

Site help

Search PC support

Related links:

- Accessories & upgrades
- Business Partner support
- IBM PC Institute
- IBM Publications Center
- Find a Business Partner
- IBM Supports Microsoft
- Service Packs

## Download

- Downloads & drivers
  - Multiple file download
  - Driver matrices

## Learn

- Online publications
- Product information
- Parts information
- Operating system installation

## Troubleshoot

- Automated solutions
- Online assistant
- Hints and tips
- Discussion forums
- Warranty

## Communicate

- Hot news
- Submit a request
- Support phone list
- Site feedback
- Announcements **New!**

## My system

Direct access to your system information

- System details
  - Warranty status
  - Multiple file download

## Find a product

Quick path

Enter product #

How do I find the product number?

## **IBM ^ xSeries Change Management**

### **The Necessity of Change Management in the Intel Server Space**

<http://www.pc.ibm.com/us/eserver/xseries/index.html>

**Choose, "Literature" from the left nav bar or the top under "xSeries servers overview".**

### **The necessity of A Maintenance Window**

[www.pc.ibm.com/ww/eserver/xseries/serverguide/xpress.html](http://www.pc.ibm.com/ww/eserver/xseries/serverguide/xpress.html)

# UpdateXpress 2.0 HTML Interface

UpdateXpress - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links Customize Links Free Hotmail Windows

Back Forward Stop Home Search Favorites History Print Address D:\index.htm Go

each system.

- xSeries 200-8478
- xSeries 200-8479
- xSeries 200 VL-8481
- xSeries 220-8645
- xSeries 220-8646
- xSeries 230-8658
- xSeries 232-8668
- xSeries 240-8664
- xSeries 250-8665
- xSeries 300-8672
- xSeries 330-8654
- xSeries 330-8674
- xSeries 330-8675
- xSeries 340-8656
- xSeries 342-8669
- xSeries 350-8682
- xSeries 360-8686
- xSeries 370-8681
- xSeries 440-8687
- Netfinity 4500R-8656
- Netfinity 5000-8659
- Netfinity 5100-8658
- Netfinity 5500-8660
- Netfinity 5500 M10-8661
- Netfinity 5500 M20-8662
- Netfinity 5500 M30-8664
- Netfinity 5500 M40-8682
- Netfinity 5500 M10-8680
- Netfinity 5500 M20-8688

## UpdateXpress

xSeries 342-8669

These are the xSeries 342-8669 updates for your system. They are critical, non-critical, and suggested. The updates can be downloaded individually or collectively. Click the link for a description of the update. Download Now saves the selected updates to the specific drive that you designate. Select All, copies all the selected updates to a single executable file.

Download Now Select All Clear All

**Critical Updates**

- IBM xseries 232/342 Diagnostics Flash Update  
Version 1.04

**Suggested Updates**

- IBM Advanced System Management Device Driver for Windows 2000 and NT 4.0  
Version 2.07A
- Ultra SCSI Family Manager Set for Windows NT 4.0a (Service Pack)  
Version 3.6
- IBM Hard Disk Drive Update Program - CD-Image  
Version 1.12
- IBM ServeRAID Support for Microsoft Windows NT 4.0 and Windows 2000  
Version 4.84
- IBM ServeRAID BIOS and Firmware Update  
Version 4.84
- IBM eServer xSeries Tapetool  
Version 1.3a
- S3 Graphics Savage4 Display Driver for Windows NT 4.0  
Version 8.19.11B

My Computer

**Updates Sorted by Severity Level**

**Server Models Listed**

### Features

- Easy to use HTML Interface
- Update Severity Indication
- Enhanced Automatic Firmware Detection **NEW!!**
- Self-Extracting Packages **NEW!!**
- Remote Distribution
- Automatic Updating
- Supports Following Firmware and Drivers:
  - BIOS, Diagnostics, HardDrive, Tape Drive, Video, Service Processor
- System and OS Independent

Download from Service and Support Web Page:  
<http://www.pc.ibm.com/support/qtechinfo/MIGR-4VVNTP.html>



# xSeries Service and Support Advantage



## xSeries Worldwide Electronic Support

- **Unique Self Help Tools**
    - Access Support
    - Update Express
    - Real Time Diagnostics
  - **eSupport**
    - [Before the Sale](#)
    - [Installation & Planning](#)
    - [Warranty](#)
  - **WW Technical Support**
    - Expertise & Language
    - Programs
  - **Warranty Service**
    - Parts Network
    - Business Partner Service
    - International Warranty Service
    - Flexible Terms & Conditions
  - **IBM Services**
    - End to End Technical Support
    - Business Continuity & Recovery
    - e-business integration
- Available 24x7x365 everywhere in the world
  - Multiple language support
  - Tailored for your specific product
  - Configuration, Installation, and Planning support
  - Online Assistant
  - Online support via eQ&A
  - Hints, Tips, FAQs available
  - **Download drivers, software, technical documentation**
- Always available support means you can get to the answer when you need it and get back to work quickly**
- eSupport can be reached by visiting **ibm.com/pc/support***

R10

# **xSeries Warranty Support**

Monique Rosales  
CSM Team Lead West

# R10

- **xSeries Warranty Support**

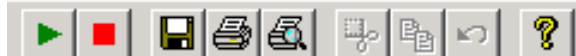
- 1 800 IBM SERV

- 1 800 426 7378

<http://www.ibm.com/pc/support/>

# SnagIt/32 Capture Preview

File Edit View Image Colors Help



NetVista Thin Client Manager V2R1 for OS/400, AIX, Microsoft Windows NT, and S/390	Toll Free: 1-800-IBM-SERV (1-800-426-7378)
NetVista N2200e and NetVista N2800e Thin Client Express for OS/400, AIX, Microsoft Windows NT, and S/390 environments	Toll Free: 1-800-IBM-SERV (1-800-426-7378)
Network Station software for the OS/400, AIX, Windows NT and S/390 environments (Need Consult Line Contract)	Toll Free: 1-800-IBM-SERV (1-800-426-7378)
Ambra	Toll Free: 1-800-772-2227 Charges apply: 900-555-2582
Aptiva (2134, 2159, 2176)	Toll Free: 1-800-772-2227 Charges apply: 900-555-2582
Aptiva (2136, 2137, 2138, 2140, 2142, 2144, 2156, 2161, 2162, 2407)	Toll Free: 1-800-772-2227 Charges apply: 900-555-2582
eServer xSeries, Netfinity	Toll Free: 1-800-IBM-SERV (1-800-426-7378)
IBM PC	Toll Free: 1-800-772-2227 Charges apply:

Windows taskbar showing Start button, system tray icons (clock, volume, network, battery at 44%), and the time 4:37 AM. A "Local intranet" icon is visible on the right.

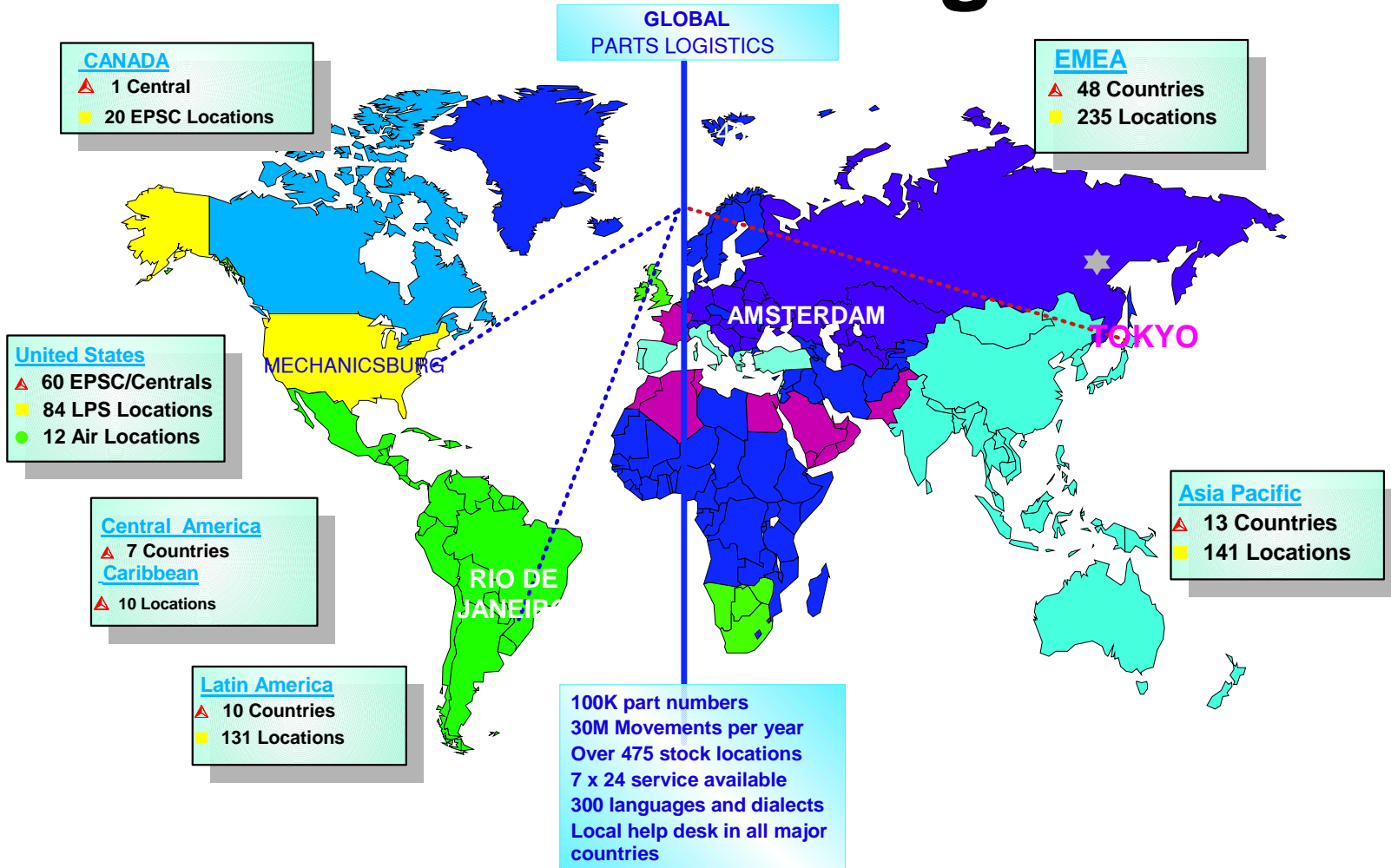
800x600x16M resolution indicator above a duplicate Windows taskbar showing Start button, system tray icons, and the time 4:37 AM.

## Proactive EMail

### NEW Support ProfileeSupport Personalizes Support

Create your Support Profile to get emailed the latest flashes and downloadable files by going to <http://www.ibm.com/support/> and setting up your personalized support. Click on "My Support" in the Personalized Support box and after profiling the appropriate IBM equipment, select Email Preferences.

# Global Parts Logistics



# xSeries Service and Support Advantage

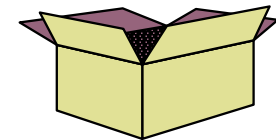
## ***xSeries Warranty Support***

*IBM has one of the best warranty programs available; we are recognized worldwide for providing superior service. The building blocks for this success revolve around giving our customers choices in their warranty service.*

- 1. WW technical support via the web and phone**
- 2. Parts & Labor Support**
- 3. Flexible terms & conditions**
  - Multiple Warranty Term Alternatives: 1yr & 3 yr
  - Choice of Response: Same Day & Next Business Day
  - On-site support
  - Customer Replaceable Components (CRU)
- 4. Broad channel support**
  - IBM Global Services
  - Authorized Business Partners
  - Self-Maintainers



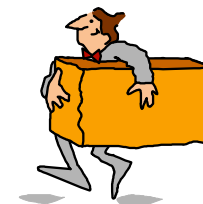
**WW Support**



**Customer  
Replaceable  
Units**



**On-site**



**Business  
Partner  
Support**

---



**Customer Satisfaction Management**  
**Complaint Management**

---



# R10

---

- The complaint process and its major design points
- The responsibilities of the:
  - ▶ The Feedback Collector      DRO
  - ▶ The Resolution Owner      DRO
    - Ginger Eddy Team Lead
    - Tom Hendrickson
    - Hope Criss
    - Scott Johnson
  - ▶ The Resolution Team Leader RTL xSeries Proj Office
    - Vern Rasmussen
    - Tom Hiller
    - Carl Williams
    - Dave Pavek
    - Bill Johnson

# CSM and CRM Processes

---

- The Customer Satisfaction Management Process consists of three major sub-processes
  - Solicited Feedback Management
  - Unsolicited Feedback Management
  - Pervasive Issue Management
  
- Each of these processes provides critical business information to other business processes such as
  - Market Management
  - Relationship Management
  - Opportunity Management
  - Solution Design and Delivery
  - Message Management
  - Integrated Product Development
  - Product Service

# R10

- CMT Critical Situation Crit Sit

Complaint Management Tool

DRO (designated resolution owner)

Customer Interface

Data Collector

RO

Resident Team Lead

RTL

Owns the Problem

# What is a complaint?

---

- Request from a **Customer** or **IBMer** to correct an unfulfilled customer expectation or commitment/promise - failure within another request type to deliver on a commitment/promise/expectation

Where the **customer has attempted to exercise all or part of the advertised/entitled support structure** to resolve a problem and is **dissatisfied** with its progress

- Critical Situation - what is it?
  - An internal escalation of a customer complaint that has caused the customer's business operations to be seriously impacted or,
  - Where IBM has determined that not resolving the issue will cause irreparable damage to IBM's relationship with the customer
- Senior Executive Review - what is it?
  - A **customer complaint** that has not been satisfactorily resolved or a **pervasive issue** that could be resolved if escalated for Senior Executive Review

# Complaint Management Process

---

**BEGINS WITH** • Dissatisfied Customer

**INCLUDES**

- Uniquely identified customer contact
- Clearly defined problem statement
- Categorized primary and secondary problems
- Identified Resolution Owner and associated role players
- Understanding of the context and background of the complaint
- Conditions of Satisfaction
- Qualification
- Agreed-to Commitments/Promises
- Action Plans to resolve the problem

**IDEALLY  
ENDS WITH**

- Very Satisfied Customer
  - Commitments met
  - Problem resolved

# Customer Contact

---

It is the responsibility of the Resolution Owner to contact the customer to acknowledge ownership of the complaint as soon after assignment as possible (48 hours from original receipt - maximum).

It is also the responsibility of the Resolution Owner to ensure the customer is aware of IBM's policy on information captured pertaining to the specific customer contact (name, title, address, phone number, etc.).

The Resolution Owner is responsible for ensuring that information relevant to the specific customer contact is not unnecessarily documented in the complaint record.

All Resolution Owner's must be educated on IBM's policy regarding the handling of customer contact data.

# Escalation

---

## Critical Situations

- Critical Situations are complaints that are fully supported within the Complaint process as:
  - Escalation's regarding the impact a problem is having on the customer
  - Request for higher priority, additional focus (executive), and/or resources
- Escalation to a Critical Situation should be considered when:
  - The problem is causing or about to cause severe impact to the customer's business and/or;
  - Customer satisfaction has or is about to erode to the point that customer loyalty is in jeopardy and/or;
  - IBM determines that this problem is jeopardising IBM's relationship with this customer and additional actions must be taken to save that relationship.
- Requests to upgrade a situation to a Critical Situation is performed by the RO
- Approval of an upgrade to a Critical Situation is performed by either the RO or the closest approving authority within the same routing structure
- Requesting RO can choose to retain ownership of the Critical Situation or transfer ownership to a more appropriate RO

# Resolution Team Leader

---

## **The Resolution Team Leader is responsible for:**

- Assisting the Resolution Owner in restoring customer satisfaction
- Working with the RO to resolve the customer's problem and to fulfil all commitments made regarding the solution of the problem
- Detecting any changes in the customer's conditions of satisfaction or IBM's ability to meet the mutually agreed commitments and communicating this to the Resolution Owner.

In the case of non-complex complaints, the Resolution Owner may be the only performer or will manage a team of Resolution Assistants. For more complex complaints, a Resolution Team Leader will be engaged by the Resolution Owner and will be assigned to manage the 'solution' and a team of Resolution Assistants for the Resolution Owner. Generally, a Resolution Team Leader should be engaged to manage the resolution of complex problems when the Resolution Owner finds himself/herself spending more time focusing on the 'technical' issues involved in the complaint than he/she is focusing on the customer.



# When are you done?

---

- When the customer agrees that:
  - all commitments have been met
  - the problem is resolved
- The customer is very satisfied
- The complaint is closed, and...



# R10

- John Greco 919-871-5907 EDT
- Joy Lee 972-280-6924 CDT
- Jack Jones 877-607-2382 CDT
- Monique Rosales 714-438-5467 PDT

1 800 IBM 4YOU

1 877 IBM NAME

[www.ibm.com/whois](http://www.ibm.com/whois)

# **Disclaimers-Important Notes-Trademarks**

**This page must be printed and duplicated when presenting this presentation as a brochure or handout.**

© International Business Machines Corporation, 2001  
IBM Server Group  
3039 Cornwallis Road, Research Triangle Park, NC 27709  
Produced in the United States of America  
12/2001

## All Rights Reserved

IBM, the IBM logo, ClusterProven, Netfinity®, ServerProven, and ServerGuide are registered trademarks of International Business Machines Corporation in the United States and/or other countries. e-business logo, HelpCenter, LANClient Control Manager, xSeries, Light Path Diagnostics, Predictive Failure Analysis, OS/2, ServicePac, SmoothStart, and ^ are trademarks or registered trademarks of International Business Machines Corporation in the United States and/or other countries.

IBM reserves the right to alter specifications or other product information without prior notice. This publication could include technical inaccuracies or typographical errors. References herein to IBM products and services do not imply that IBM intends to make them available in all countries in which IBM operates. IBM PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Data on competitive products is obtained from publicly available information and is subject to change without notice. Please contact the manufacturer for the most recent information.

## Footnote

- 1 IBM makes no representations or warranties, either express or implied, regarding non-IBM products and services that are ServerProven or ClusterProven, including but not limited to the implied warranties of merchantability or fitness for a particular purpose. These products are offered and warranted solely by third parties.
- 2 For terms and conditions or copies of IBM's Statement of Limited Warranty, call 1 800 772-2227 in the US. In Canada, call 1 800 426-2255. Limited warranty includes International Warranty Service in those countries where this product is offered. Telephone support may be subject to additional charges. For warranties including on-site service, a technician is sent after IBM attempts to resolve the problem remotely. Response times may vary. Responses are objectives, not guarantees.
- 3 Available where ServicePacs are sold and available.
- 4 The High Availability Services offering for an availability guarantee is an optional service and is only offered for eligible xSeries environments at this time. IBM reserves the right to change the terms and conditions of the program at any time, without notice.

## Other Legal Notices

Intel is a registered trademark of Intel Corporation.

Microsoft, SMS, Windows, Windows NT and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

Java is a trademark of Sun Microsystems, Inc. in the United States or other countries, or both; Linux is a registered trademark of Linus Torvalds; Lotus and Domino are trademarks of Lotus Development Corporation in the United States or other countries, or both; Tivoli is a trademark of Tivoli Systems, Inc., in the United States or other countries or both.

Other company, product and service names may be trademarks or service marks of others.

Data on competitive products obtained from publicly available information and is subject to change without notice. Contact the manufacturer for the most recent information.

IBM makes no warranty or representation regarding any 3rd party offering. IBM makes no representation or guarantee regarding the compatibility of specific hardware or software products. For further information, see <http://www.pc.ibm.com/compat>

# The End

- Happy \$elling The CSM Team is available if you need us. Give a call.....

