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xSeries Post Sales Support

Jack Jones/Monique Rosales xSeries /PWS Team Leads NA

IBM @server **xSeries**
Technical Conference

Aug. 9 - 13, 2004

Chicago, IL

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xSeries Post Sales Support

Support on Demand

xSeries Technical Conference

Chicago 2004

Jack Jones   Monique Rosales

xSeries Sales/Post SalesSupport
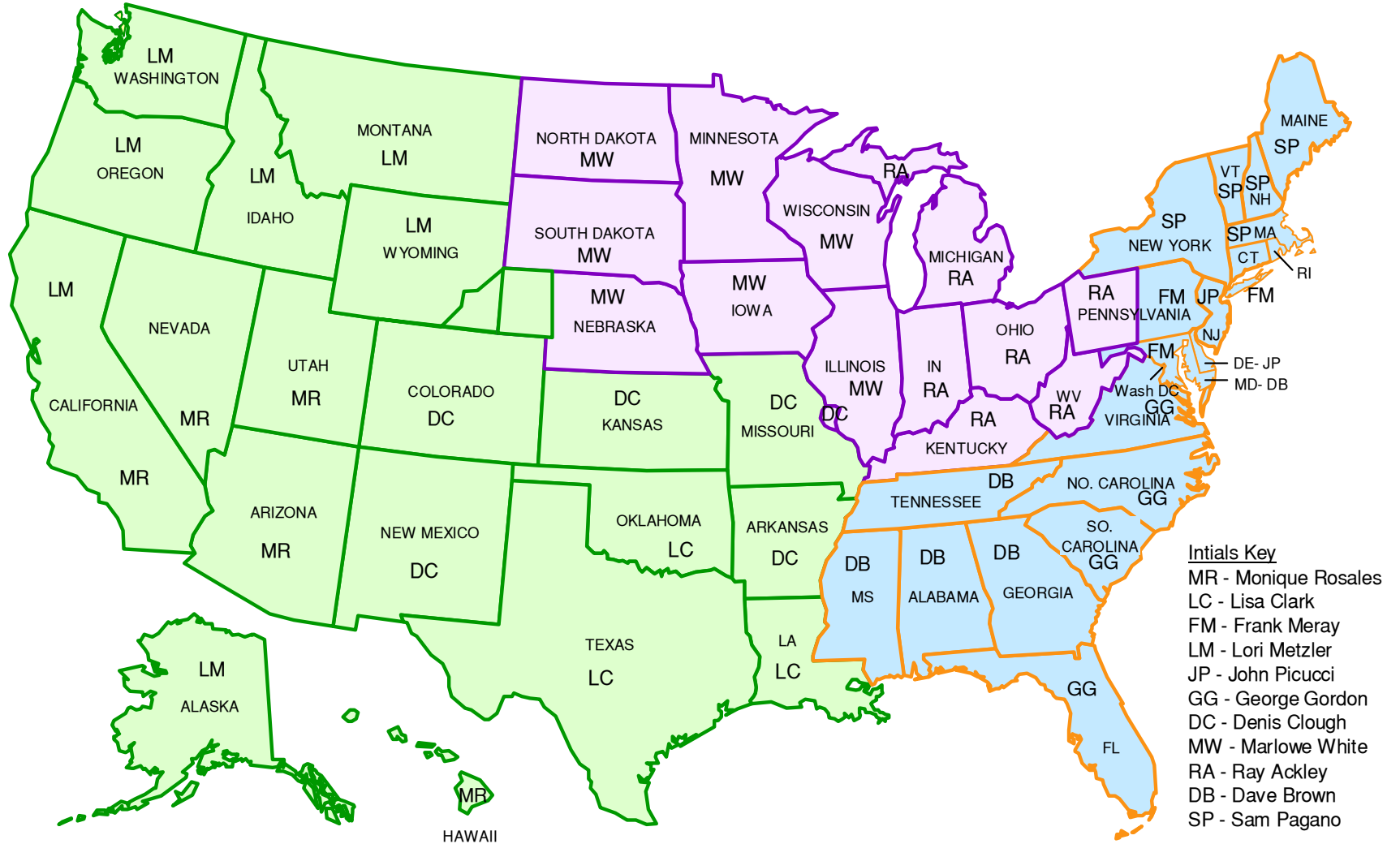## Agenda

- CSM Overview
  Best Practices
  Server Proven
  SPORE
  SAR/eSAR
  eSolution
  eSupport

- Warranty Support
  IBM SERV
  Atlanta
  Raleigh
  Crit Sit
  Cust Sup Plan
- Q&A

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Customer Support Managers

CSM US Coverage

IBM

WASHINGTON LM

OREGON LM

MONTANA LM

IDAHO LM

WYOMING LM

NORTH DAKOTA MW

MINNESOTA MW

SOUTH DAKOTA MW

WISCONSIN MW

RA

MICHIGAN RA

NEVADA LM

UTAH MR

NEBRASKA MW

IOWA MW

ILLINOIS MW

IN RA

OHIO RA

PENNSYLVANIA RA

CALIFORNIA MR

COLORADO DC

KANSAS DC

MISSOURI DC

DC

KENTUCKY RA

WV RA

FM

Wash DC GG

VIRGINIA GG

ARIZONA MR

NEW MEXICO DC

OKLAHOMA LC

ARKANSAS DC

TENNESSEE DB

NO. CAROLINA GG

ALASKA LM

TEXAS LC

LA LC

MS DB

ALABAMA DB

GEORGIA DB

SO. CAROLINA GG

HAWAII MR

GG

FL

NEW YORK SP

MAINE SP

VT SP

SP NH

SP MA

CT

RI

FM JP FM

NJ

DE- JP

MD- DB

Intials Key

MR - Monique Rosales
LC - Lisa Clark
FM - Frank Meray
LM - Lori Metzler
JP - John Picucci
GG - George Gordon
DC - Denis Clough
MW - Marlowe White
RA - Ray Ackley
DB - Dave Brown
SP - Sam Pagano

☐ Western Region ☐ Central Region ☐ Eastern Region

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Best Practices

Jack Jones   CSM Team Lead
East/Central

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- xSeries Sales/Warranty/Post Support

  Steps to a Proven Solution
   Server Proven
   Configurator
   SPORE
   SAR/eSAR
   Testing
   Updating Considerations
   Change Management

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- ## ServerProven

- http://www.pc.ibm.com/us/compat/index/index.html
    Pick your country Solutions Directory
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    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

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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

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Compatibility Info by Product Type

Applications
· IBM
· Non-IBM

Communications
· Host Attach Adapters
· LAN Adapters
· Wide-Area Networking

Other Products
· Cables
· Network Stations

Peripherals
· Monitors,mice...
· Rack Enclosures/Kits

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· Power
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· Processor

Storage Devices
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· Disk Controllers
· External Expansion
· Fibre Channel
· Hard Disk Drives
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· Shared Storage
· Tape Backup Units

→ Active PCI Info

More Compatibility

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→ NOS Certification

→ Configuration & Options Guide (COG)

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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	06P36D1	IBM 10/100 Ethernet Server Adapter	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
IBM	06P37D1	IBM Gigabit Ethernet SX Server Adapter			✓		✓	✓	✓	✓	✓	✓		✓
IBM	07P27D1	IBM 16/4 Token-Ring Low Profile PCI Management Adapter						✓		✓				
IBM	09N99D1	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	34L5DD1	IBM 16/4 Token-Ring PCI Management Adapter		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓
IBM	34L52D1	IBM High Speed 100/16/4 Token-Ring PCI Management Adapter		✓	✓		✓	✓	✓		✓	✓	✓	✓

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- xSeries Sales/Warranty/Post Support

SPORE (Server Proven Opporty 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)

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- **xSeries eSupport**

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http://www.ibm.com

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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

UpdateXpress 2.0 HTML Interface

Download from Service and Support Web Page:

http://www.pc.ibm.com/support/qtechinfo/MIGR-4VVNTP.html

xSeries Service and Support Advantage

eSupport

- **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

xSeries Worldwide Electronic Support

- 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*

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xSeries Warranty Support

Monique Rosales
CSM Team Lead West

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- **xSeries Warranty Support**

- 1 800 IBM SERV
- 1 800 426 7378

  http://www.ibm.com/pc/support/
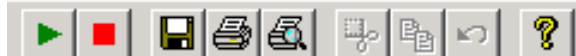
NetVista Thin Client Manager V2R1 for OS/400, AIX, Microsoft Windows NT, and S/390	Toll Free: 1-800-IBM-SERV (1-800-426-7378)
NetVista N2200e and NetVista N2800e Thin Client Express for OS/400, AIX, Microsoft Windows NT, and S/390 environments	Toll Free: 1-800-IBM-SERV (1-800-426-7378)
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Personalizes 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.

Worldwide Service Parts

Global Parts Logistics

GLOBAL
PARTS LOGISTICS

CANADA
⚠ 1 Central
🟨 20 EPSC Locations

EMEA
⚠ 48 Countries
🟨 235 Locations

AMSTERDAM

TOKYO

MECHANICSBURG

United States
⚠ 60 EPSC/Centrals
🟨 84 LPS Locations
🟢 12 Air Locations

Central America
⚠ 7 Countries
Caribbean
⚠ 10 Locations

RIO DE JANEIRO

Asia Pacific
⚠ 13 Countries
🟨 141 Locations

Latin America
⚠ 10 Countries
🟨 131 Locations

100K part numbers
30M Movements per year
Over 475 stock locations
7 x 24 service available
300 languages and dialects
Local help desk in all major countries

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
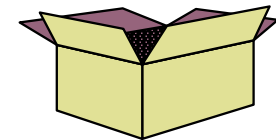
Customer Replaceable Units

On-site
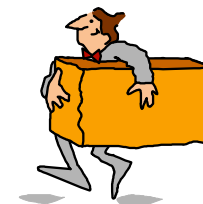
Business Partner Support

Customer Satisfaction Management
Complaint Management

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- 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

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- 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
- Categorised 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...

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

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