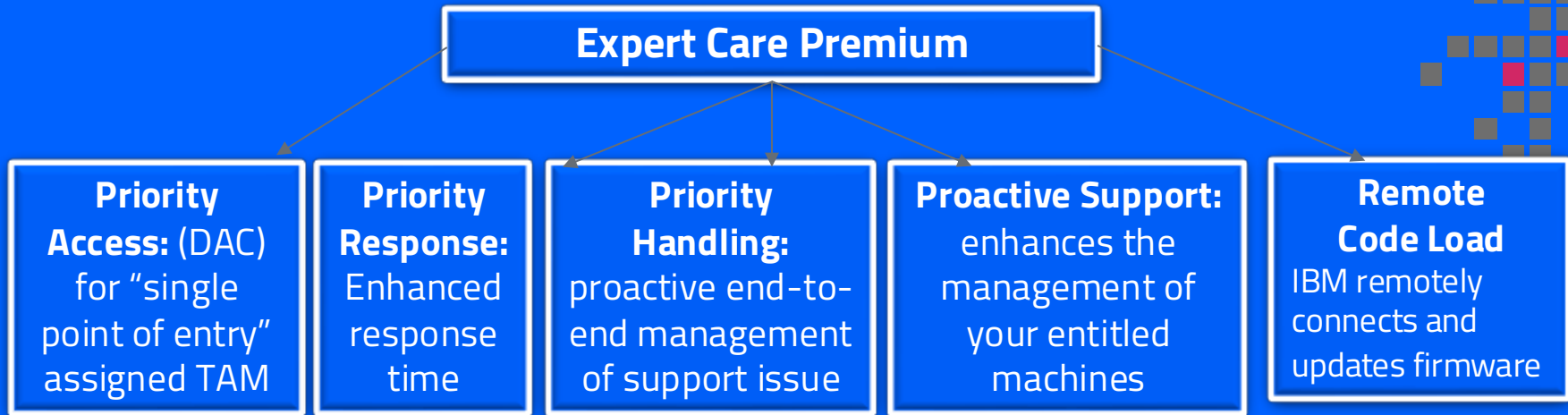


Expert Care Premium

Expert Care Premium – provides streamlined and personalized remote technical support for **all reported problems (SW & HW)**. Expert Care TAM will serve as the key customer interface for in scope systems, delivering partnership and consultancy, as well as direct engagement on high priority Support cases. Support Insights Pro is included with the Premium tier.

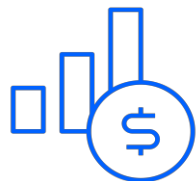


IBM Proactive Support for Power and Storage

For our clients: Maximize system availability

Support model offering global delivery through IBM technical centers, easily connecting you with IBM experts.

Limits failures from occurring that can seriously damage reputation, brand, customer satisfaction and bottom line.



Proactive

Problem prevention from regularly provided details and advice on the latest product maintenance and best practices.

Emergency notification of issues/fixes that apply to your environment, reducing downtime.

Access to Proactive analytical Tools

Monthly Service Activity Reports + tips, techniques, insights.

Quarterly status calls to discuss service activity and potential environment changes with the option to choose monthly calls.



Priority

Unique direct access code (DAC) bypasses normal case reporting and goes directly to dedicated Proactive team. (US only).

Fastest response time target of a max 30 min response objective 24x7, 365 vs 2 hour callback.

Critical severity 1 problem records are coordinated to help ensure fast problem resolution.

Single point of entry for any SW or HW product issues.

Minimizes the cost and impact if a problem occurs.



Personalized

Welcome call to introduce the TAM as a focal point, gather information about your environment, communicate IBM's support structure.

TAM leverages IBM Proprietary diagnostic tools and acts as an extension to your staff.

The TAM provides a support plan tailored to your business.

Recommends fixes relevant to your environment, reducing planned downtime.