Network Station Manager
Version 2 Release 1

IBM Network Station
Service and Support

Why IBM Support???

- IBM Support can offer a "total solution"

- 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

- Customers want
  - Accurate responses, effective and timely solutions, single point of contact, ownership of problem, high skill level...

Notes

I'd like to talk to you about "Why IBM Support?" For our customers, this means we can provide you with a "total solution", not only the hardware and software, but also feel secure that we can offer you the world-class support backed by our technical experts who have the experience you are looking for to help you solve any problem you may encounter. We can offer world wide coverage and can engage teams specializing in integrating multiple systems.

Since your satisfaction is our driving force, we know we can offer a single point of contact to help you get what is needed to answer your questions or get your problem resolved.

Experience has proven that when customers have the support they need, they will continue to purchase the products and support from those vendors. We want to be your 1st choice and will continue to work hard to earn it.

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/networkstation, from the left hand column, select "Support", then select "Additional Service and Support Information" under **Important Information**

Notes

We can really break support into 3 categories: Software, Hardware and Sales....and then into 3 groups: Customer, Business Partners and Internal. I will deal with the support offered to our customers 1st, then for our Business Partners, and finally, for our Internal audience.

Software support is generally handled by IBM Support Line services, although in some Geographies, there may be other support offerings. Throughout this presentation, I will outline what is basically offered worldwide, but to find out everything that is available in your location, you will need to ask your Business Partner or your IBM representative. I will talk about some of the changes to Support Line, but the major ones deal with delivery and the Support Line contracts.

Hardware support is provided via the country hardware service line.

Sales support is basically offered through our Partner's program Partnerline and Internal support is offered by Techline and Viewblue.

Additional details about Service and Support can be found on our Support Website at www.ibm.com/networkstation...select "Support" from the navigation bar on your left then select "Service and Support Information" from under **Important Information** on the right.

At the end of this presentation, I will discuss what technical education we will have available for our customers, our Business Partners and our internal audiences.

IBM Support Line Contract Enhancements

- Enhancements
  - ▶ Base plus Product Groups
  - ▶ 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

Notes

IBM Support Line has had a redesign. After listening to our customers, they have made serveral improvements: Now Support Line offers the ability to purchase a base contract and then add product groups so customers can purchase only the support they feel they need. It now also offers a single contract even for multiple platforms and offers consistent support WW. There is a staged implementation with the US, Canada, Latin America and the Asia Pacific with some of the geographies already implemented. Europe, the Middle East and Africa to be implemented sometime in the year 2000. The advantages of this redesign include flexiblility, simplified contracts, improved delivery, and predictable costs.

Support Line Architecture, Packaging, Scope

See next chart for Technical Support Product Groups

Support for Network Stations in Product Group Communications and Networking

Support Line SOW

- Product Group
- Product Group
- Base
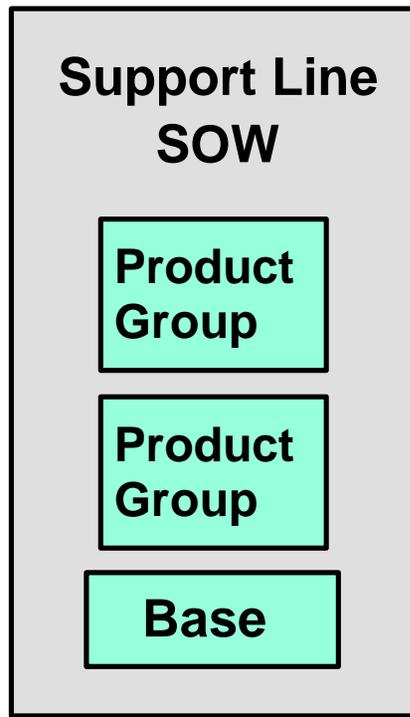
■ Product Groups:
  ► 'Base' is a prerequisite
    ● Cannot stand alone
  ► Annuity or hourly

■ Base:
  ► Remotely delivered Technical Support for IBM Licensed Programs and selected multivendor and Industry application software

  ► Annuity or hourly, no longer per call

Notes

This foil shows a little more about how the new Suport Line is packaged.
Now you will purchase a "base" support which is support for a paticular operating system and then purchase the "product groups" you wish. You cannot purchase an "product group" without having 1st purchased a "base" support. Contracts are on an annual or hourly basis....There is no longer a "per call" option.

Network Station is included in the Communications & Networking Product Group.

Technical Support Options

S/390 Platform	AS/400 Platform	RS/6000 Platform	PC Platform	Multivendor Platform	Optional Features
AD/AE Appl Dev & Enable	**AD/AE** Appl Dev & Enable	**AD/AE** Appl Dev & Enable	**AD/AE** Appl Dev & Enable	**AD/AE** Appl Dev & Enable	**Full Shift Coverage (7x24)**
COM Comm & Networking	**COM** Comm & Networking	**COM** Comm & Networking	**COM** Comm & Networking	**COM** Comm & Networking	
DM Data Management	**DM** Data Management	**DM** Data Management	**DM** Data Management	**DM** Data Management	**Additional Named Callers**
INET Internet	**INET** Internet	**INET** Internet	**INET** Internet	**INET** Internet	
TS Transaction Systems	**TS** Transaction Systems	**TS** Transaction Systems	**TS** Transaction Systems	**TS** Transaction Systems	**Account Advocate**
NSM Net & Sys Mgmt	**NSM** Net & Sys Mgmt	**NSM** Net & Sys Mgmt	**NSM** Net & Sys Mgmt	**NSM** Net & Sys Mgmt	
WG Work Group	**WG** Work Group	**WG** Work Group	**WG** Work Group	**WG** Work Group	
SOPT* System Options	**SOPT*** System Options	**SOPT*** System Options	**SOPT*** System Options	**SOPT*** System Options	
IND* Indep Prods/Apps	**IND*** Indep Prods/Apps	**IND*** Indep Prods/Apps	**IND*** Indep Prods/Apps	**IND*** Indep Prods/Apps	

Product Groups

Operating Systems

OS/390	VM & VSE	OS/400	AIX	AIX SP	DOS & OS/2	Windows	Multi-vendor Base A	Multi-vendor Base B...

IBM Network Station Technical Education   © IBM Corporation   Network Computer Division

Notes

On this foil, you can see the different platform bases offered as well as the different optional product groups.

There are several variations on how you can purchase support, you can purchase an Operating System (or base support only), you can purchase the operating system and all the product groups that would give you total support on that operating system. Shown as a complete column on this chart. Or you can purchase a base operating system and a total Product Group running across all the operating systems platforms. So you can see, you now have more flexibility when purchasing an IBM Support Line contract.

Support for the IBM Network Station is provided in the Communications & Networking product group.

Customer Usage and Defect Support

- Telephone software service and support
  - ► Outside the US, support may be provided under a Business Partner contract, an IBM AS/400, RS/6000, PSG platform contract or an IBM Support Line contract. In US, provided by a 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.
- 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.
- Additional Services/Support
  - ► Web site: **http://www.ibm.com/networkstation** , select "Support"
    - Frequently Asked Questions, Hints and Tips, On-line pubs, 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.

Notes

For customers, software telephone usage and defect (or fix) support from IBM is mainly offered by IBM Support Line or another IBM support contract. Your Business Partner may also have an offering you could purchase for support of your IBM Network Station.

Hardware service and support is offered by the country's service line. This service is via carry-in or mail-in exchange. There is also an on-site upgrade in most geographies.

Depending on if you are purchasing an IBM server, there may also be special promotions or programs that offer a start-up period of free support. You will need to check what is being offered in your country.

We are also on the web at www.ibm.com/networkstation...select "support" from the left hand navigational bar. You will find Frequently Asked Questions, Hints and Tips, On-line pubs and more...

If you are interested in services that can help you with planning, implementation, helpdesk and other services, you may want to visit the IBM Global Services website....www.ibm.com/services.

This concludes the information for what support is available to our customers. The next part this presentation will address what is available for our Business Partners.

Business Partner Sales Support

- Authorized IBM Tier 1
  - ▶ Outside the US, use current country entitlement. US offers PartnerLine, BESTeam, NETeam, 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 available in all countries

Notes

Authorized IBM Tier 1 Business Partners should use your current country entitlement for Sales Support....PartnerLine, BESTeam, NETeam, and, for IBM PC Dealers, the PSG HelpCenter.

Authorzied Tier 2 Business Partners should contact their distributor.

Business Partners in Europe are provided support via e-mail and telephone by the Hursley Center of Competency.

In several Geographies, additional sales support is provided by the Field Technical Sales Specialists or the Brand Sales Specialists.

Business Partner Usage and Defect Support

- Authorized IBM Tier 1
  - ► Outside the US, use current country entitlement. US offers PartnerLine, BESTeam, NETeam, and PSG HelpCenter (for IBM Network Stations attached to an IBM PS Server).
- Authorized Tier 2
  - ► Contact the distributor or outside the US, support is provided by an IBM AS/400, RS/6000, PSG platform contract or an IBM Support Line contract. US, provided by the distributor or a Support Line contract.
- Business Partners in Europe
  - ► Qualified Business Partners supported via phone and 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.

Notes

Usage and Defect (or "fix") support for Tier 1 Business Partners is provided by your current country entitlement....PartnerLine, BESTeam, NETeam, and, for IBM PC Dealers, the PSG HelpCenter.

Authorzied Tier 2 Business Partners should contact your distributor or you can purchase a Support Line contract.

Qualified Business Partners in Europe are provided support via e-mail and telephone by the Hursley Center of Competency.

Hardware service and support is offered by the country's service line. This service is via carry-in or mail-in exchange. There is also an on-site upgrade in most geographies.

Depending on if there is a purchase of an IBM server or not, there may also be special promotions or programs that offer a start-up period of free support. You will need to check what is being offered in your country.

Business Partner Network Station Support Websites

- Authorized IBM Business Partner Website
  - http://www.ibm.com/partners
    - Frequently Asked Questions
    - Hints and Tips
    - On-line pubs
    - . . . and more
  - Support for "QuickOn for Windows"
  - Defect support for Citrix Device Services (CDS)

- Non-Authorized Business Partners
  - http://www.ibm.com/networkstation/ then select "Support"
    - Support for "QuickOn for Windows"
    - Citrix Device Services (CDS)
    - Frequently Asked Questions
    - Hints and Tips
    - On-line pubs
    - . . . and more

Notes

We also offer a website especially for Authorized IBM Business Partners that contains a wealth of information. This site is protected via an ID and password. To obtain your ID and Password, follow the directions on the "PartnerInfo" support webpage.

If you are not an IBM Authorized Business Partner, you can still find pleny of technical information by visiting our "support" webpage from our main website at: www.ibm.com/networkstation. You will find 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, 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

Notes

We offer sales support to IBMers via Techline and/or ViewBlue. Depending on your geography, you can also request support from the Field Technical Sales Specialists or the Brand Sales Specialists.

Our NCD Internal Website also offers marketing and technical information. Visit our website at w3.ibm.com/nc and our "Support" webpages. For our "Support" webpages an ID and password are required. To obtain an ID and password send a note to: ESDEPT/Raleigh/IBM@IBMUS providing your name and your department number.

WW Technical Education

- **IBM Network Station Manager Version 2 Training CD**
  - ➤ IBM Publications: SK3T-3024-02
- **IBM Network Station 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 "Support" page: http://www.ibm.com/networkstation

Notes

We are providing a Training CD for our Network Station V2 R1 software. There is no charge for this CD. It can be ordered the same way you would order any IBM publication. The order number is SK3T-3024-02.

We are also providing training CDs for our new Network Station hardware models: the 2200 and the 2800. These can also be ordered through IBM publications. In addition, we have a Network Station Version 2 Installation Redbook. This is available on our "Support" webpage and, eventually, will be orderable in hardcopy.

I would just like to remind you that additional details for Service and Support can be found on our "Support" web page. Go to www.ibm.com/networkstation and choose "Support" from the navigation bar on your left. Then select "Additional Service and Suport Information" under "Important Information."

This concludes my presentation on the service and support options we can offer you for the IBM Network Station. Thank you.