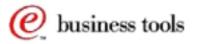# *Service and Support*

IBM NetVista N2200w, Thin Client for Windows-based Terminal Standard 1.5

Software, hardware and sales support

Service and Support At A Glance...

Software

- **WW PSG HelpCenters**

    Telephone via HelpWare - NA and EMEA
    Web via Online Assistant - AP and LA

Hardware

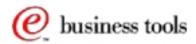- **Via country hardware service line**

Sales

- **Partnerline/Techline/ViewBlue or defined by local sales team**
- **Field Technical Sales Specialists or Brand Sales Specialists**

- **For additional details regarding Service and Support**

    See http://www.pc.ibm.com/ww/netvista/thinclient
    Select **Support -> Service and Support Information**

business tools

IBM NetVista Thin Clients

Software Support - NA

NetVista

Customer

- **PSG HelpCenter via HelpWare**
  US - 800-772-2227
  Canada - 800-565-3344

Business Partner

- **Sales**
  PartnerLine - 800-426-9990
  PSG Sales Solution Center - US - 800-426-7272, Canada - 800-661-7768
- **Technical Support**
  PartnerLine - 800-426-9990
  PSG HelpCenter - US - 800-426-7763, Canada - 800-505-1855

Internal

- **Sales**
  Techline - 888-426-5525 (3, 2)
  ViewBlue
  Field Technical Sales Specialists or Brand Sales Specialists

Additional Support

- **Web site: http://www.pc.ibm.com/netvista/thinclient**
  Select **Support**
  Frequently Asked Questions, Hints and Tips, Online pubs, and more

e business tools

IBM NetVista Thin Clients

HelpWare in US

- **Described in the Announcement**
- **Single Incident and Three Incident Packs**
  - $149 and $375 respectively
- **Both can be purchased via Charge Card**
  - Three Incident packs can also be purchased via purchase order (PO) from the web (www.ibm.com/shop)

Customer

- **PSG HelpCenter via HelpWare (Single Incident only)**

Country	Language	Customer Number
Austria	German	1-54658-5075
Belgium	Dutch French	02-717-2504 02-717-2503
Denmark	Danish	3-525-6905
Finland	Finnish	9-22-931805
France	French	1-6932-4003
Germany	German	69-6654-9003
Ireland	English	1-8159207
Italy	Italian	2-482-75003
Luxembourg	French	298-977-5060
Netherlands	Dutch	-1015
Norway	Norwegian	2-305-3203
Portugal	Portuguese	1-791-5147
Spain	Spanish	91-662-4270
Sweden	Swedish	8-632-63
Switzerland	German	01-212-1810
	Italian	097-971-0444
	French	022-310-0418
United Kingdom	English	1475-555555

Business Partner

- **Sales**

  Defined by local sales team

  Field Technical Sales Specialists or Brand Sales Specialists

- **Technical Support**

  PSG HelpCenter

Internal

- **Sales**

  Techline

  ViewBlue

  Field Technical Sales Specialists or Brand Sales Specialists

- **Technical Support**

  PSG HelpCenter

Additional Support

- **Web site: http://www.pc.ibm.com/netvista/thinclient**

  Select **Support**

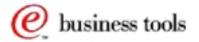 Frequently Asked Questions, Hints and Tips, Online pubs, and more

IBM NetVista Thin Clients

Software Support - AP and LA

Customer

- **PSG HelpCenter**

  Web via Online Assistant (must profile) - AP and LA

Business Partner

- **Sales**

  Field Technical Sales Specialist or Brand Sales Specialist

- **Technical Support**

  Web via Online Assistant (must profile) - AP and LA

Internal

- **Sales**

  Techline

  ViewBlue

  FTSS or Brand Sales Specialists

Additional Support

- **Web site: http://www.pc.ibm.com/netvista/thinclient**

  Select **Support**

  Frequently Asked Questions, Hints and Tips, Online pubs, and more

Hardware Support

Hardware service line for service and support

- **No change from current hardware support**
- **Customer Carry-In Exchange via mail or on-site upgrade available**
- **Outside North America, call the country hardware service line.
  North America, call 800-IBM-SERV**

business tools

Support Levels - PSG HelpCenter Level 0/1

Primary interface to the customer, will manage the problem and the customer relationship.

- **Receive Customer Calls and Create Problem Records (LENA / CMVC/RETAIN)**
- **Use Problem Records to document details and history of problems**
- **Provide technical support for usage, configuration, and installation**
    - **Search resources (FAQs & Web sites)**
- **Engage Level 2 for Advance Support**

Support Levels - PSG HelpCenter Level 2

Primary interface to the customer once received from Level 1, will manage the problem and the customer relationship

- **Use the Problem Record to document details and history of the problem**
- **Provide a higher level of technical support for the non-defect problems and follow the processes for suspected software defects**
  - Search resources (FAQs, Web sites)
  - Problem diagnosis
  - Problem source identification
  - Problem recreation/testing
  - Confirming of software defects.
- **Engage Level 2.5 for defect support**
- **Interfacing with Geography support teams**
- **Remains inferface to the customer until resolution**

business tools

Level 2.5 (NetVista Support Center) owns defect reporting

- **Interface with Level 2 and Level 3 groups**
- **Confirm and report defects to the Level 3 development groups**
  Search existing defect records
- **Maintain Problem/Defect Records (CMVC/RETAIN reporting)**

Level 3 (NetVista Development or BSquare) owns defect resolution

- **Interface with Level 2.5 and other Level 3 groups**
- **Manage defect reports and resolve software defects**
- **Deliver Software Fixes and Updates**

NetVista WBT Standard 1.5, Problem Call-Flow

NetVista

e business tools

NetVista WBT Standard 1.5, Problem Call-Flow

NetVista

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│                                                                           │
│   ┌──────────────────────┐           ┌──────────────────────┐             │
│   │ IBM - NetVista WBT    │◄────────►│   PSG - HelpCenter    │             │
│   │    CUSTOMERS          │           │   (IBM Level-0/1)     │             │
│   └──────────────────────┘           └──────────────────────┘             │
│                                                                           │
│                                       ►IBM LEVEL-0/1                       │
│                                       ►Customer Contact, Call Receive &    │
│                                        Entitlement                         │
│                                       ►Problem Record Creation & Management│
│                                       ►Usage, Config, Install assistance   │
│                                       ►Routing to L-2 for advanced support │
│                                                                           │
│                                       ┌──────────────────────┐             │
│                                       │   PSG - HelpCenter    │             │
│                                       │    (IBM Level-2)      │             │
│                                       └──────────────────────┘             │
│                                                                           │
│                                       ►IBM LEVEL-2                         │
│                                       ►Customer Contact & Record Management│
│                                       ►Advance Technical Assistance (PD/PSI)│
│                                       ►Escalate to IBM L-2.5 for defect    │
│                                        reporting                           │
│                                       ►Geography support team interfacing  │
│                                                                           │
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IBM NetVista Thin Clients

NetVista WBT SE 1.5, Problem Call-Flow

NetVista

PSG - HelpCenter (IBM Level-2)

➤IBM LEVEL-2
➤Customer Contact & Record Management
➤Advance Technical Assistance (PD/PSI)
➤Escalate to IBM L-2.5 for defect reporting
➤Geography support team interfacing

NetVista Development (IBM Level-3)

➤IBM LEVEL-3
➤Interfacing with IBM L-2.5 & BSquare L-3
➤Manage & Resolve Software Defects on IBM code
➤Fix Delivery to IBM Customers (web and/or CD)

NetVista Rochester Support Center (IBM Level-2.5)

➤IBM LEVEL-2.5
➤Interfacing with L-2 and L-3 groups
➤Defect Reporting & Record Management

e business tools

IBM NetVista Thin Clients

NetVista WBT Standard 1.5, Problem Call-Flow

NetVista

OEM - Software Development (OEM Level-3)

➤ OEM LEVEL-3
➤ Defect Management for the OEM Software code
➤ Interfacing with BSquare L-3
➤ Fix Delivery to BSquare L-3

PSG - HelpCenter (IBM Level-2)

➤ IBM LEVEL-2
➤ Customer Contact & Record Management
➤ Advance Technical Assistance (PD/PSI)
➤ Escalate to IBM L-2.5 for defect reporting
➤ Geography support team interfacing

BSquare - Defect Support & OEM Interfacing (BSquare Level-3)

➤ BSquare LEVEL-3
➤ Interfacing with IBM L-2.5 & IBM L-3
➤ Manage & Resolve Software Defects on OEM code
➤ Fix Delivery to IBM L-3 (web)

NetVistaRochester Support Center (IBM Level-2.5)

➤ IBM LEVEL-2.5
➤ Interfacing with L-2 and L-3 groups
➤ Defect Reporting & Record Management

IBM L-2.5 phonecall to BSquare to report the IBM Problem Number of suspected defect on OEM software (backup with email on the specifics). BSquare associates IBM problem number with Onyx defect number. Status & tracking via reports (spreadsheet) delivered to L-2.5 by BSquare (ftp site).

NetVista WBT Standard 1.5, Problem Call-Flow

OEM - Software Development (OEM Level-3)

- OEM LEVEL-3
- Defect Management for the OEM Software code
- Interfacing with BSquare L-3
- Fix Delivery to BSquare L-3

BSquare - Defect Support & OEM Interfacing (BSquare Level-3)

- BSquare LEVEL-3
- Interfacing with IBM L-2.5 & IBM L-3
- Manage & Resolve Software Defects on OEM code
- Fix Delivery to IBM L-3 (web)

NetVista Development (IBM Level-3)

- IBM LEVEL-3
- Interfacing with IBM L-2.5 & BSquare L-3
- Manage & Resolve Software Defects on IBM code
- Fix Delivery to IBM Customers (web and/or CD)

IBM NetVista Thin Clients

IBM - NetVista WBT CUSTOMERS

fixes & updates

IBM Web sites (Fixes & Updates)

fixes & updates

PSG - HelpCenter (IBM Level-2)

➤IBM LEVEL-2
➤Customer Contact & Record Management
➤Advance Technical Assistance (PD/PSI)
➤Escalate to IBM L-2.5 for defect reporting
➤Geography support team interfacing

NetVista Development (IBM Level-3)

➤IBM LEVEL-3
➤Interfacing with IBM L-2.5 & BSquare L-3
➤Manage & Resolve Software Defects on IBM code
➤Fix Delivery to IBM Customers (web and/or CD)

NetVista Rochester Support Center (IBM Level-2.5)

➤IBM LEVEL-2.5
➤Interfacing with L-2 and L-3 groups
➤Defect Reporting & Record Management

IBM - NetVista WBT CUSTOMERS

PSG - HelpCenter (IBM Level-0/1)

info ouput

IBM Web sites (Hints, Tips & Info)

info input /output

IBM Web sites (Support DataBase)

info input /output

PSG - HelpCenter (IBM Level-2)

info input

info input

NetVista Development (IBM Level-3)

NetVistaRochester Support Center (IBM Level-2.5)

NetVista

IBM - NetVista WBT CUSTOMERS

PSG - HelpCenter (IBM Level-0/1)

➤ IBM LEVEL-0/1
➤ Customer Contact, Call Receive & Entitlement
➤ Problem Record Creation & Management
➤ Usage, Config, Install assistance
➤ Routing to L-2 for advanced support
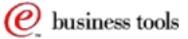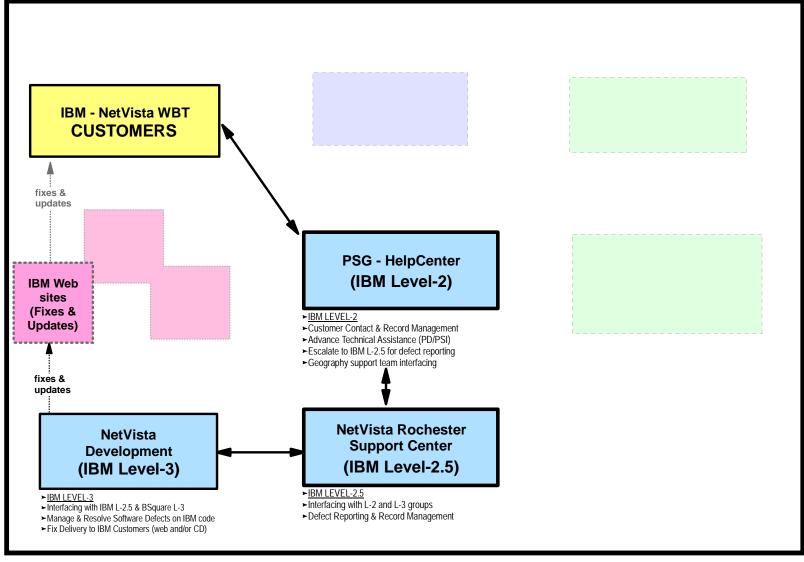
OEM - Software Development (OEM Level-3)

➤ OEM LEVEL-3
➤ Defect Management for the OEM Software code
➤ Interfacing with BSquare L-3
➤ Fix Delivery to BSquare L-3

fixes & updates

info ouput

IBM Web sites (Hints, Tips & Info)

info input /output

IBM Web sites (Fixes & Updates)

IBM Web sites (Support DataBase)

info input /output

PSG - HelpCenter (IBM Level-2)

➤ IBM LEVEL-2
➤ Customer Contact & Record Management
➤ Advance Technical Assistance (PD/PSI)
➤ Escalate to IBM L-2.5 for defect reporting
➤ Geography support team interfacing

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➤ BSquare LEVEL-3
➤ Interfacing with IBM L-2.5 & IBM L-3
➤ Manage & Resolve Software Defects on OEM code
➤ Fix Delivery to IBM L-3 (web)

fixes & updates

info input

info input

NetVista Development (IBM Level-3)

➤ IBM LEVEL-3
➤ Interfacing with IBM L-2.5 & BSquare L-3
➤ Manage & Resolve Software Defects on IBM code
➤ Fix Delivery to IBM Customers (web and/or CD)

NetVista Rochester Support Center (IBM Level-2.5)

➤ IBM LEVEL-2.5
➤ Interfacing with L-2 and L-3 groups
➤ Defect Reporting & Record Management

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IBM NetVista Thin Clients

NetVista WBT Standard 1.5, Problem Call-Flow

NetVista

IBM LEVEL-2.5
(WorldWide IBM NetVista Rochester Support Center)

Problem Management

PD/PSI

Test/Recreate

Defect Reporting

✓ IBM Level-2.5 updates problem reports within CMVC/RETAIN.

✓ Support Team performs problem analysis to identify component and nature of problem.

✓ Suspected defects are tested & confirmed (if/when needed and appropriate).

✓ Defect Reports are routed to NCD Development Team (CMVC/RETAIN "defect" item).

IBM LEVEL-3
(NetVista Development Team)

Analyze Defect Report

Prioritize by severity & impact

Closure of Defect Report

Fix build, package, and distribute

✓ IBM Level- 3 analyzes and confirms defects (and returns any invalid reports).

✓ Defect reports managed based on severity level & impact.

✓ Valid defect reports are closed with estimates of fix delivery.

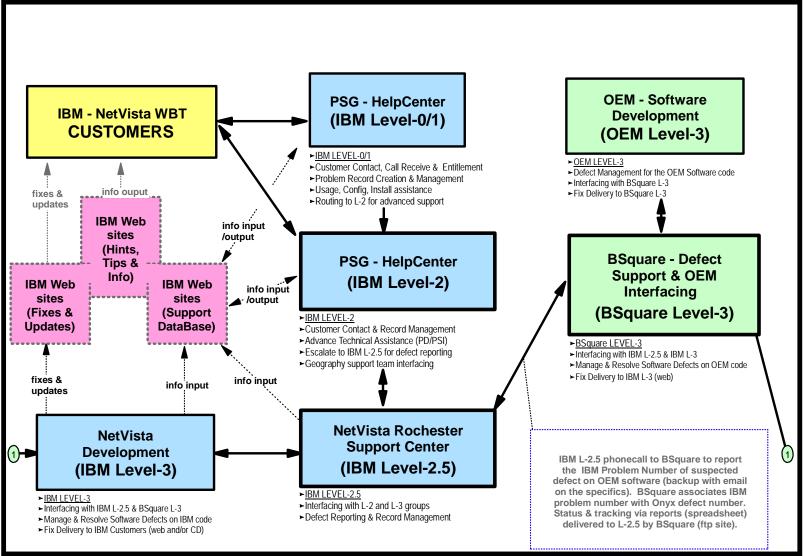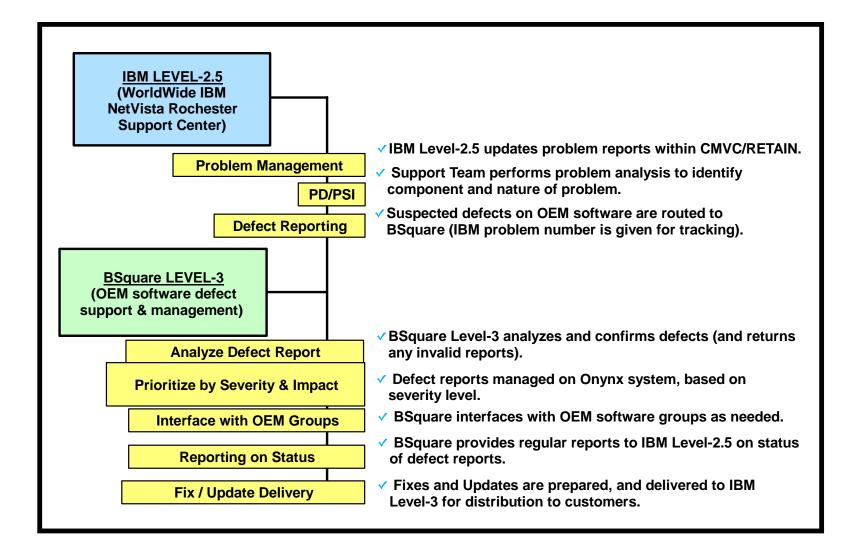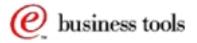✓ Fixes (PTFs & ServicePacks) are prepared, wrapped for the server platforms and distributed to each Server Platform.

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NetVista WBT Standard 1.5, Problem Call-Flow

NetVista

IBM LEVEL-2.5
(WorldWide IBM NetVista Rochester Support Center)

Problem Management

PD/PSI

Defect Reporting

BSquare LEVEL-3
(OEM software defect support & management)

Analyze Defect Report

Prioritize by Severity & Impact

Interface with OEM Groups

Reporting on Status

Fix / Update Delivery

✓ IBM Level-2.5 updates problem reports within CMVC/RETAIN.

✓ Support Team performs problem analysis to identify component and nature of problem.

✓ Suspected defects on OEM software are routed to BSquare (IBM problem number is given for tracking).

✓ BSquare Level-3 analyzes and confirms defects (and returns any invalid reports).

✓ Defect reports managed on Onynx system, based on severity level.

✓ BSquare interfaces with OEM software groups as needed.

✓ BSquare provides regular reports to IBM Level-2.5 on status of defect reports.

✓ Fixes and Updates are prepared, and delivered to IBM Level-3 for distribution to customers.