

# IBM Spectrum Scale

What's new in Support

Ravikumar Ramaswamy

[ravi.kumar@in.ibm.com](mailto:ravi.kumar@in.ibm.com)

March 2019



# Follow the sun support - Aligning support staff to customer time zone



## Global team locations

- North America
  - ✓ \*Poughkeepsie, NY USA
  - ✓ Toronto, ON Canada
- AP
  - ✓ \*Beijing, China
  - ✓ India
- Europe
  - ✓ \*Germany

\* Major sites



Our clients and support professionals were asking IBM to change

### Client perspective



I need an improved search experience.

I want to quickly connect with an expert who can solve my problems.

It would be great if IBM could predict and solve a problem before it occurs.

Why can't they connect my emails, chats and phone calls?

### Support professional perspective



I have too many different tools and systems that I need to use to help my clients.

I need help to quickly find relevant answers.

I have no history on prior client interactions.

How can I grow and be recognized for my skills?





# A new support portal to improve your support experience

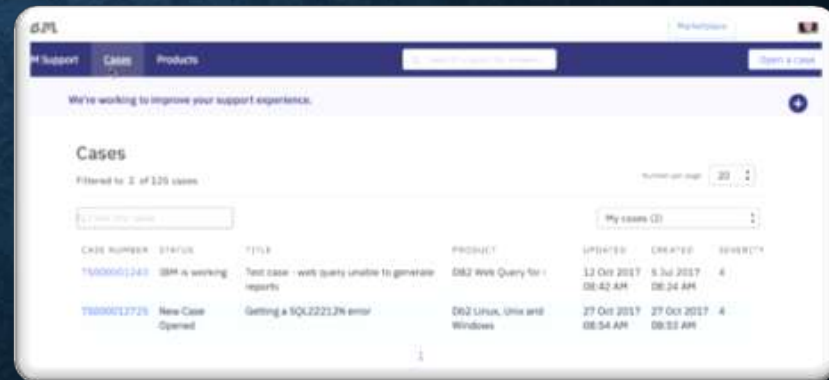
Salesforce is a “one-stop shop” for Customer Support related information for the Spectrum Scale & ESS solution, and offer you the following self-service capabilities:

- Ticket creation/updates
- Ability to attach documents for review by Support
- Simplified search capability to view ticket history and knowledge base artifacts
- Watson Integration

As an added level of security, notifications about case updates will include a secure link to your case.



Introducing the IBM Support Community: Search  
[https://mediacenter.ibm.com/media/t/1\\_hjcvoybl](https://mediacenter.ibm.com/media/t/1_hjcvoybl)  
IBM Support Community: Open And Manage Cases  
[https://mediacenter.ibm.com/media/t/1\\_47uqs38j](https://mediacenter.ibm.com/media/t/1_47uqs38j)  
Introducing the IBM Support Community: Forums  
[https://mediacenter.ibm.com/media/t/1\\_dnpmr6oi](https://mediacenter.ibm.com/media/t/1_dnpmr6oi)



# A new index rating for customer experience

NPS, or Net Promoter Score, measures customer experience with IBM.

## Survey Invitation Email

**IBM welcomes your feedback about our Support services (2 minute survey)**  
IBM Client Advocacy Office | Annette Krotzsch | 05.08.2016 02:16 | [Show Details](#)

**Dear IBM Support Client,**

We appreciate you reaching out to us whenever you have a question or a problem as we want every one of our clients to be successful. Recently, we heard from you about this support request:

**Support Request Description:** Onsite  
**Support Request/Ticket Number:** J493P35,760  
**Closed on:** January 15, 2016

IBM strives to consistently deliver the best technical support possible and exceed your service expectations. Therefore, I hope you will take just a few minutes to share with us your feedback about your support experience so that we may continue to enhance our service.

You can launch the survey by answering this question:

**How likely are you to recommend IBM to others?**

Not at all Likely | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Extremely Likely

Thank you for sharing your feedback.

Sincerely,  
Carolyn Maher  
IBM Client Advocacy Officer

Please do not Reply to this invitation.  
This survey invitation will expire on August 19, 2016 at 5:15 PM.  
You received this email because you provided your email address to IBM. If you would like to opt out from receiving future surveys, please click [here](#). Should you have any problems accessing or completing this survey please email [Media Lia](#), our partner in this process.  
[IBM Privacy Policy](#)

0 = not at all likely  
10 = extremely likely

Please give us your  
**Feedback**

## Remote Survey Questions



# One Click One Call Transformational Initiative

- This initiative aims to connect clients quickly with the right Subject Matter Expert (SME) when they contact IBM Support.
- To deliver world-class enterprise technical support, clients need to reach the right IBM expert to resolve their issues and requests as quickly as possible
- The SME would be able to solve the client's problem and serve as a single point of contact – reducing the number of hand-offs
- The Client Support Transformation initiative “One Click One Call” was officially announced on Tuesday, April 3, 2018





# A new adoption to secure your data

The EU General Data Protection Regulation (GDPR) came into effect on 25 May 2018 and represents the biggest change in data protection legislation in over two decades.

- Data Subjects, which include end users, customers and employees, have the right to make a claim if their data is not protected in compliance with the GDPR regulations.
- Further, EU regulators have the right to impose huge fines for violations.

## What this means for IBM Support

- You'll need an IBM ID to upload data (no more anonymous uploads to ECuRep or testcase)
- We treat all diagnostic data from all customers (inside and outside the EU) the same way – the assumption is that the data could potentially include personally identifiable (PI) data
- Some examples include User names, host names, IP addresses, contact information
- All analysis is done in a secure environment – data cannot be downloaded to a laptop, for example
- All access to all PMR/Case data is logged – admins can determine who had had access to a given file
- Any data customers provide to IBM support can be permanently deleted upon request



**THANK YOU!**