

Technical Support Update

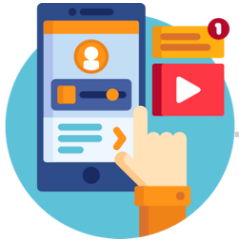
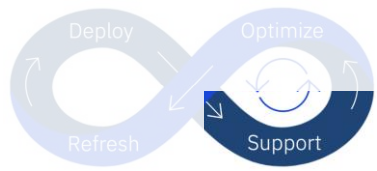
IBM Spectrum Scale Strategy Days

Sept 2022

Andrew Giblon

Director, Worldwide Technical Support, Spectrum Storage Software & Hardware
Technology Lifecycle Services, IBM Systems

We provide simple, multi-channel **infrastructure lifecycle support** for IBM Systems and enterprise networking



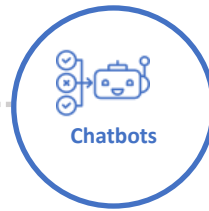
Easily locate technical support information through free form search

[more](#)



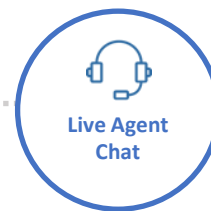
Access to knowledge content provided by product experts and Support Engineers

[more](#)



Digital resources being served for self-serve support experience, click on "Chat with Support"

[more](#)



Seamlessly transition from electronic access to live responses from Support Engineers

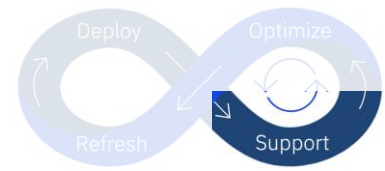
[more](#)



Resolve a complex issue with help from experts

[more](#)

We help you prevent unplanned downtime, proactively detect problems, and resolve issues faster with our free of charge **digital tools**



Product Call Home



Call Home* constantly monitors product health and risk, with the intent to avoid problems, and when unavoidable, proactively resolve them rapidly.

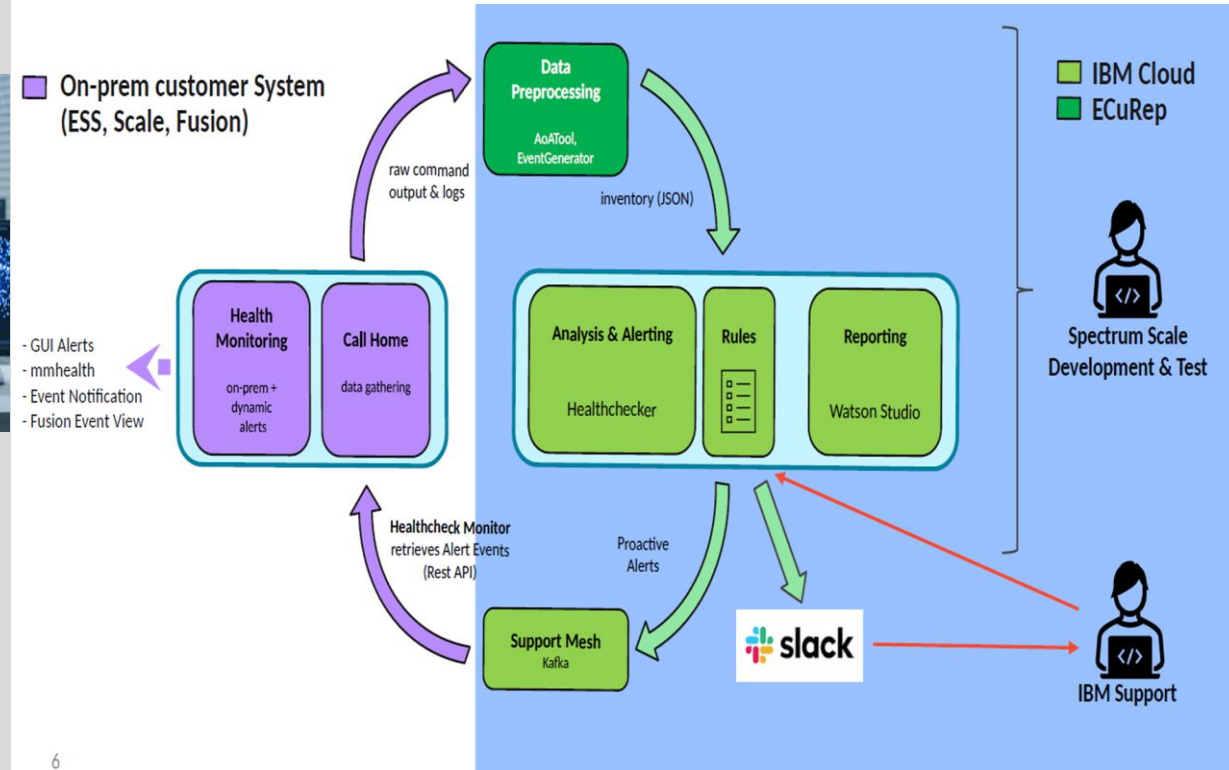
[How to enable Call Home](#)

Scale HealthChecker



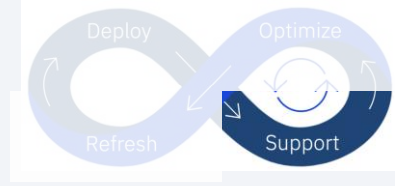
IBM internal Cloud application that proactively detects known problems, misconfigurations and best practice violations. Sends proactive alerts from IBM to the customer's cluster.

[Learn more](#)



6

Software Support Entitlement



Software Entitlement

- Systematic entitlement verification now enabled
- Users must register entitlement to reach Support

Software Support

- Clients receive one "complimentary case"
- Policy allows time to resolve any issues

Hardware Support (different from Software)

- Entitlement always verified at case open
- No complimentary Support cases for Hardware

Complimentary Case (Software only)

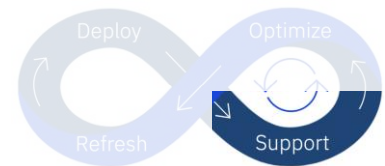
- Primary case to Support, No client delays
- Secondary to Control Center to verify entitlement

After Account Complimentary Case

- Primary does Not route to Support, client delayed
- Primary to Control Center to verify entitlement

Key Takeaways

- Proactively [register all entitlements](#)
- Ensure new contracts and end-users are registered



Support Case Escalate Enhancement

1

Follow the standard process first

- Open a support case for each new problem.
- Client sets the case severity for the case & clearly describes the business impact, which defines IBM Support response prioritization.
- If impact or urgency changes, update the case Severity.

[Severity definitions](#) | [Response goals](#)

2

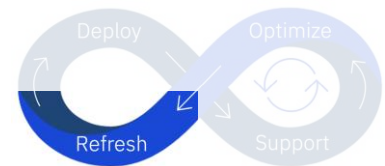
Option 1: Client Case Escalation

1. Open existing support case from the IBM [Support site](#)
2. Click Escalate case button, fill in the form and submit.
3. Review [How to Escalate](#) Support Cases

Options 2: Contact a Duty Manager

- Contact a duty manager 24x7 – [WW IBM Directory](#)

IBM
Technology
Lifecycle
Services



Spectrum Scale **lifecycle policies** specify how long support will be available, allowing you to plan your investment and support continuity.

Spectrum Scale – 3+2 Standard Support Lifecycle

Lifecycle and Scope

- **3 years:** Defect and non-defect product technical support for a minimum of three years from the date the product release was made generally available by IBM.
- **2 years:** Option to get support extensions for an additional two years following a product’s End of Support (EOS) date for an extra charge set by IBM (Standard ‘3+2’ support).

Version Recommendation

- In general, IBM recommendations is to plan Spectrum Scale updates annually. See version [recommendations](#).
- Avoid disruptions and maintain continuity of support. [Subscribe](#) to Spectrum Scale lifecycle updates including new version general availability and end-of-support notices.

Support Extension And Scope

- Active Software Subscription and Support (S&S) and Support extension contract required.
- Software Support extensions exclude new defects, new released or enhancements, and root cause analysis.

Stay Informed with IBM Technology Support Services

Subscribe to [My Notifications](#) today.

Additionally, bookmark our Support Reference Guides: [Spectrum Scale](#) and [ESS](#).

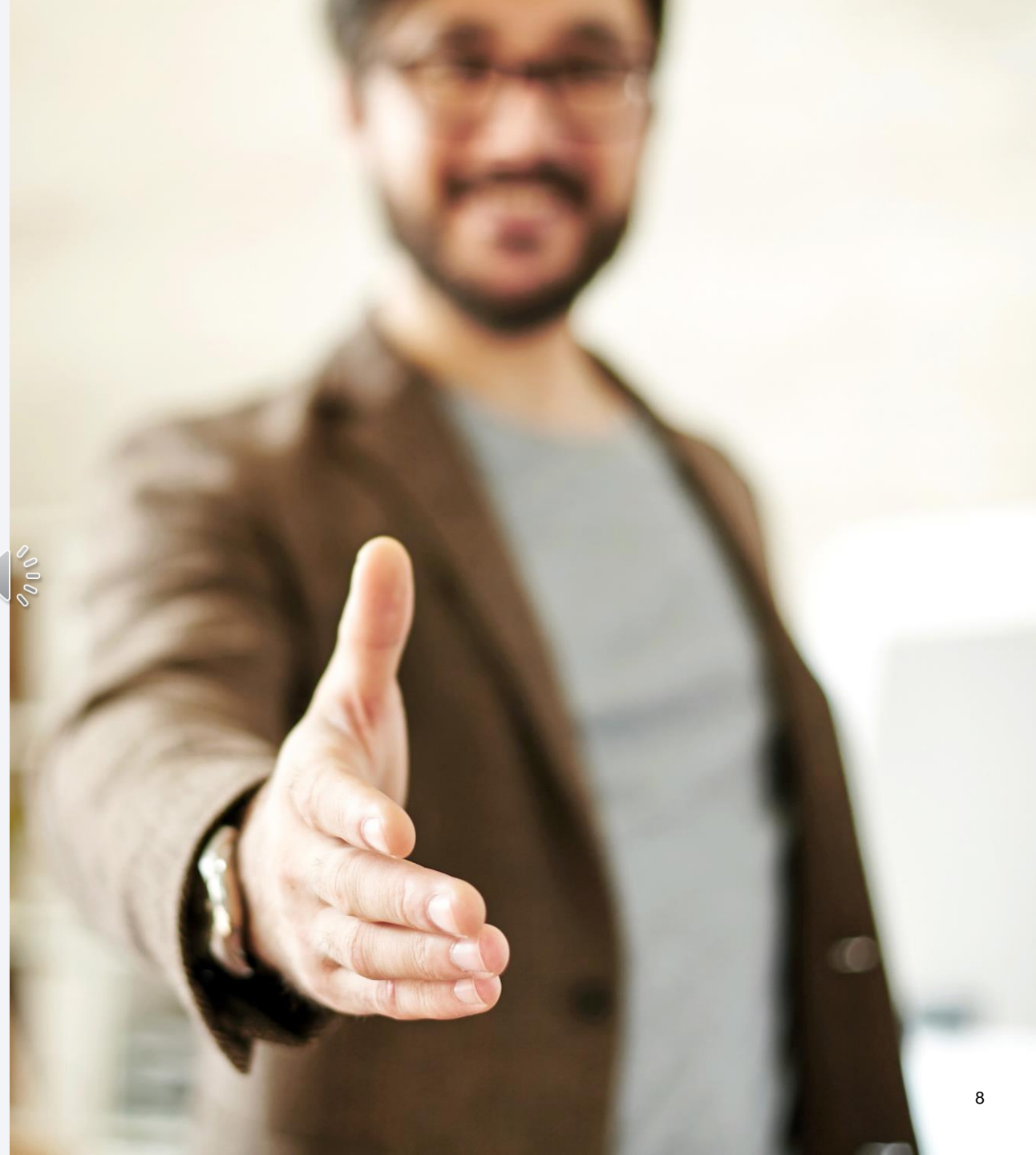
Register for a Support [Welcome Call](#).

Thank you!



Thank you!

IBM Support
*Making our Clients
Wildly Successful*



Back-up

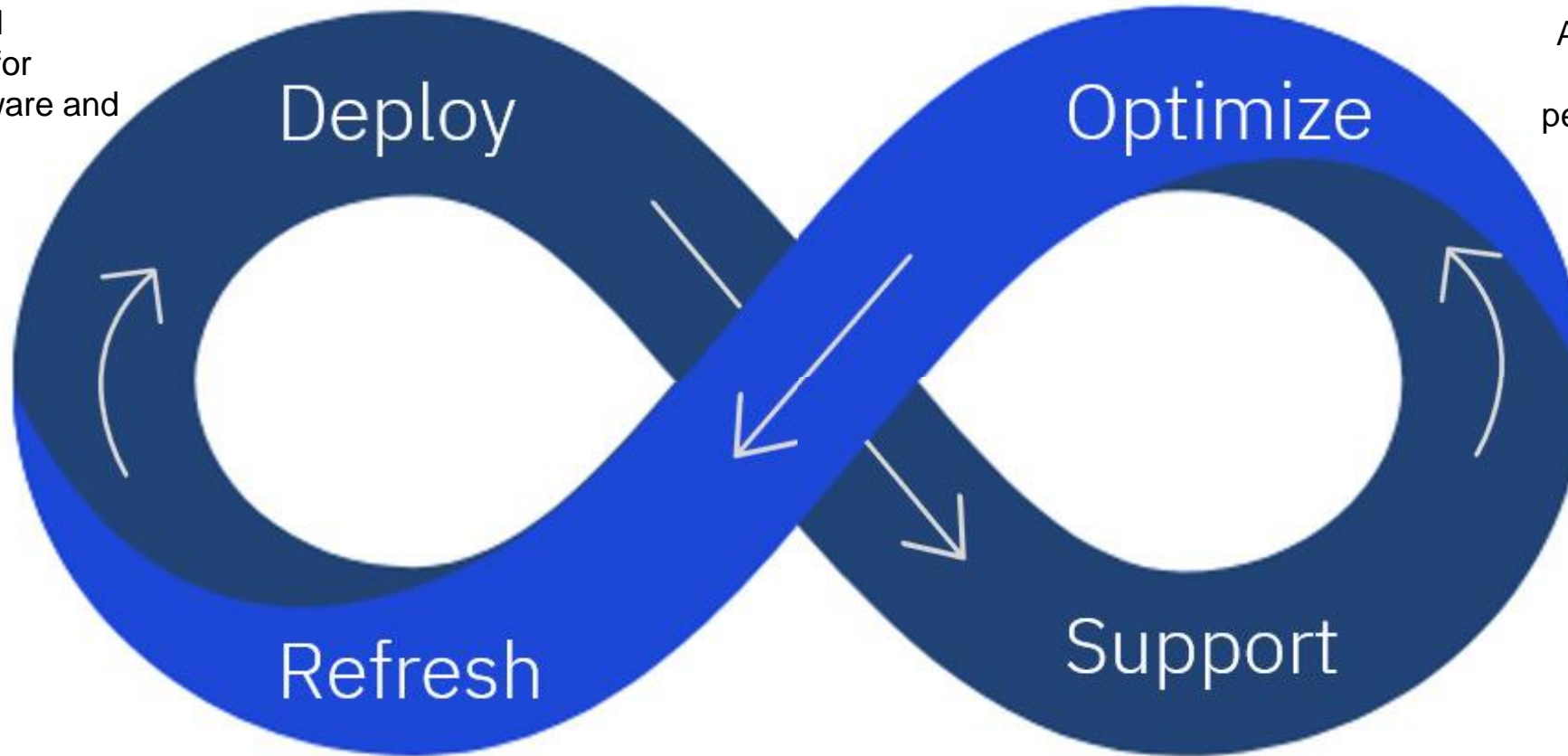
Let us help you with your **Hybrid Cloud and Enterprise IT** data center infrastructure journey now and into the future

Preparation, Installation, Configuration

Implementation and configuration skills for infrastructure hardware and software

Monitoring, Automation, Security, Performance

Assistance in operating and optimizing infrastructure performance, availability and resilience



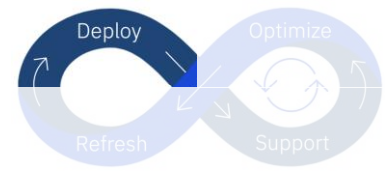
Planning, Migration, Disposal

Planning, executing and migrating infrastructure for hardware refreshes, capacity increases and software upgrades

Repairs, Firmware / Software Updates, Tools

Existing maintenance and premium support for infrastructure hardware and software

Explore our standard and custom services to **Plan and Deploy** your infrastructure



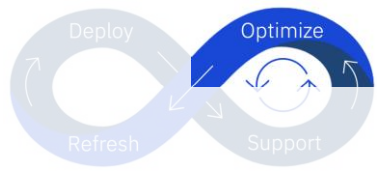
With our infrastructure expertise, we can help you build the foundation for today's Hybrid Cloud and Enterprise IT data centers, while teaching your teams gain new skills.

We apply our deep knowledge and best practices to implement infrastructures to get the most out of Virtualization, Security, Data and AI, Cyber Resiliency, IT Automation.

You have options on how you can purchase our services: standard ([Expert Assist](#)) or as a subscription ([Expertise Connect](#)).



Optimize your infrastructure with custom services



From simple checklists to deep health checks, our experts can help you uncover sub-optimal infrastructure scenarios and help you to fix them.

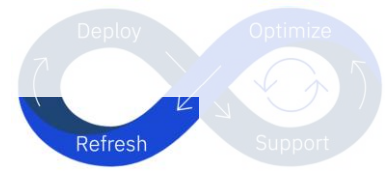
We can help you get the most out of rich security, data and AI, and hybrid cloud features.

You have options on how you can purchase our services: standard (Expert Assist) or as a subscription (Expertise Connect).

Explore our Services: [Solution Brief](#)



As the product lifecycle reaches its end, it's time to **Refresh**



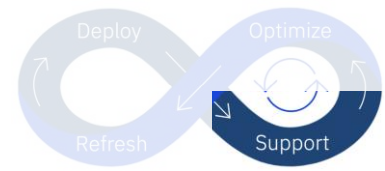
Whether it is a simple upgrade to a new version or a migration to a completely new solution, we can help with capacity planning services, data validation and pre-migration assessments.

You have options on how you can purchase our services: standard (Expert Assist) or as a subscription (Expertise Connect).

Explore our Services: [Solution Brief](#)



IBM Support Quick Reference Guide



Set up IBM Support



- [Create your IBM account](#)
- [Register your Product](#) | [Video](#)
- [Setup profile & email notification](#)
- [Subscribe to product alerts](#)
- [View Entitled Systems](#)
- [Download Licensed Software](#)
- [Setup Call Home](#)

Search for Answers



- [IBM Support Guide](#)
- [Searching IBM Support](#)
- [IBM Documentation](#)
- [Chat with IBM Watson](#)
- [What is my Customer Number](#)
- [Download fixes and updates](#)
- [Help on Orders & Invoices](#)

Contact IBM Support



- [My Support home](#)
- [Open a Support case](#) | [Video](#)
- [Update a Support case](#)
- [Add Users to a Support case](#)
- [Chat with Support](#)
- [Escalate an unresolved case](#)
- [IBM Global Directory](#)