IBM AIX/6000 Support Family

The IBM AIX/6000 Support Family of Services, a menu of fee services, allows customizing of support based on your business' individual needs. One of the options included in the family of services is AIX/6000 SupportLine.

With AIX/6000 SupportLine, the AIX Systems Center provides telephone support to your AIX-trained system administrator for IBM's AIX for RISC System/6000 products. It includes answers to installation, usage, and how-to questions on both hardware and software.

Telephone support, through a unique 1-800 number, is provided Monday through Friday, 7 am to 7 pm CST. Support outside these hours can be made available through a special bid.

AIX/6000 SupportLine is not a substitute for special services, such as:

- Design of system backup/recovery strategies
- Network design and configuration
- Software development
- Software modifications for unsupported hardware/software configurations
- Consulting services

These activities and others are available through additional services offered by the AIX/6000 Support Family of Services. Please see the sections below or refer to the AIX/6000 Support Family announcement (693-004, dated March 16, 1993) for details.

If you are interested in purchasing AIX/6000 SupportLine or any of the other services, call 1-800-CALLAIX or contact your local marketing office.

AIX/6000 Support Family RED HOT SUPPORT !!!

RED HOT SUPPORT means productivity by having the AIX/6000 experts from the AIX Systems Center as close as your telephone and that call is toll-free!

RED HOT SUPPORT means having your choice of tiered remote support. You choose the level of support needed to meet your business requirements!

It also means a satisfaction guarantee! Your satisfaction!

And three support packages are specifically designed for new, growing, and established customers.

Here is a quick look at the offerings that comprise the AIX/6000 Support Family.

- AIX/6000 SupportLine — 800 number, general usage and operations support

- AIX/6000 Associate — Assigned AIX Systems Center Specialist
- AIX/6000 ConsultLine — Remote consultation
- AIX/6000 HouseCall — Operational assistance at your location
- AIX/6000 Performance Management — Performance analysis reports and graphs
- AIX Technical Library/6000 — Technical information on a CD-ROM

Each of these services come with a satisfaction guarantee. If you are unhappy with any of our services, we will make it right, or provide a refund.

AIX/6000 SupportLine

AIX/6000 SupportLine provides you with telephone access to a team of IBM specialists at the AIX Systems Center. These specialist, who have extensive experience with AIX/6000 and the RISC System/6000, will be able to quickly answer your operational questions. This experience was gained through hands-on testing and working with developers of AIX/6000. Support will be available during prime shift for the four principle time zones in the US at low monthly or hourly rates. If your question involves an AIX/6000 software error, then your call will be transferred to the Austin AIX Support Center.

AIX/6000 Associate

AIX/6000 Associate is a service that extends AIX/6000 SupportLine. With this service, a support analyst from the AIX Systems Center is assigned to remotely work with you. The analyst becomes familiar with your specific system and your requirements. This helps to streamline resolution of more difficult operational or usage problems, if they occur. You will have an advocate familiar with your environment to assist in resolving more complex questions. You also may use a single 800 number to call for hardware or software questions and assistance in determining if problems are due to defect or improper usage.

AIX/6000 ConsultLine

ConsultLine service, which picks up where AIX/6000 SupportLine stops, is designed to provide you with in-depth, expert assistance. This level of service, support, and assistance will allow you to utilize all of the power of the RISC System/6000 system without dedicating the in-house resources yourself. You will be able to leverage your skills by using the IBM experts to gain insight into your RISC System/6000 operations.

With AIX/6000 ConsultLine you will have direct toll-free access to IBM experts in such areas as systems management, availability, performance, capacity planning, communications, high availability, database, and application porting. These are the same experts that speak at IBM Technical Conferences and on the IBM Field Television Network presentations. You will be able to schedule time with the experts to address highly technical questions, to discuss systems design, performance evaluation or SNA communications to host systems. You

can also arrange for a direct dial-up connection to your system to obtain real-time performance measurements and recommendations.

AIX/6000 HouseCall

In some cases, due to complexity or volumes, telephone support may not suit your needs. AIX/6000 HouseCall may provide the answer. With HouseCall, you can leverage your resources and ensure the availability of on-site help when you need it. Assistance on-site can be called as needed or scheduled for regular assistance.

The on-site problem-solving support offered by HouseCall can assist your staff in coming up to speed with your new or expanded RISC System/6000. HouseCall can also help provide local assistance for your remote systems. HouseCall can help minimize the resources needed to perform system maintenance activities and provide assistance with systems installation and problem management.

AIX/6000 Performance Management

If you are pushing the bounds of your RISC System/6000 or are a rapidly growing RISC System/6000 customer, then AIX/6000 Performance Management may help you to uncover more capacity, speed, and efficiency for your system.

When you choose AIX/6000 Performance Management you will receive automated performance data collection software. This software will collect data continuously, with minimal system overhead, and automatically transmit it to the AIX Systems Center via a dial-up facility you provide.

A team of specialists will analyze the data and return to you a set of summary reports and graphs that both your technical staff and nontechnical management can easily understand. The reports will also indicate areas of your system in need of tuning and attention and provide recommendations to help with your system's performance and efficiency.

AIX/6000 Performance Management will enhance your ability to maintain optimal system performance and properly plan the growth of your system by performing many of the manual performance tracking and recording tasks.

AIX Technical Library/6000

AIX Technical Library/6000 provides a library of comprehensive AIX/6000 service and support information on a CD-ROM. AIX Technical Library/6000 is updated and distributed quarterly. It will provide you with:

- Questions and responses commonly asked by customers, business partners, and IBMers about AIX/6000 usage.
- Information on installing and using RISC System/6000 & AIX/6000 products.
- Samples on how to perform different tasks such as sample installation procedures and customization examples.
- Information on available AIX/6000 software fixes.

- InfoExplorer(TM), a hypertext information-based library, including a comprehensive set of system documentation.

The Support Packages

You may be new to the RISC System/6000 and just learning all of the advantages of AIX/6000, or you and your organization may be rapidly expanding the uses of your system. Perhaps your environment is stable and you require minimal support. IBM has packaged its support services in a way to make it easy to determine which level of support is most appropriate for your organization. You will find that buying a package is both practical and affordable. When you purchase one of the preconfigured packages, you will be able to do so at a discount from the price of the individual offerings.

If your organization is at the beginning of the learning curve, or you plan to use IBM for ongoing technical support rather than developing extensive in-house technical expertise, the New Customer Package may be just what you need. This package is appropriate if:

- you recently purchased your RISC System/6000
- you are new to the AIX environment
- you expect to ask operational questions that can typically be answered over the phone

The Growing Customer Package is intended for the more sophisticated user who:

- plans to be adding, connecting, or upgrading a RISC System/6000
- is growing faster than the budget necessary to fund in-house staff and specialized support
- is using more and more advanced functions on the RISC System/6000

The Established Customer Package provides services to organizations which are:

- already familiar with the RISC System/6000 and their applications
- more stabilized and require minimal support

Whatever your environment, there are support offerings to meet your needs, or you can tailor your own package by adding other AIX/6000 Support Family offerings to the package that most closely fits your requirements.

YES! Send me more information about AIX/6000 Support Family.

The services I am interested in are:

___ AIX/6000 SupportLine
___ AIX/6000 Associate
___ AIX/6000 ConsultLine
___ AIX/6000 HouseCall
___ AIX/6000 Performance Management
___ AIX Technical Library/6000

Name:
Company :
Phone:

CALL OUR TOLL FREE NUMBER 1-800-CALLAIX (1-800-225-5249)
PROFS AT DALVM41B(CALLAIX) FAX (817)-962-6723
OR INTERNET call-aix@vnet.ibm.com

Reader's Comments

Please fax this form to (512) 823-4009, attention "AIXServ Information". You may also e-mail comments to: elizabet@austin.ibm.com. These comments should include the same customer information requested below.

Use this form to tell us what you think about this document. If you have found errors in it, or if you want to express your opinion about it (such as organization, subject matter, appearance) or make suggestions for improvement, this is the form to use.

If you need technical assistance, contact your local branch office, point of sale, or 1-800-CALL-AIX (for information about support offerings). These services may be billable. Faxes on a variety of subjects may be ordered free of charge from 1-800-IBM-4FAX. Outside the U.S. call 415-855-4329 using a fax machine phone.

When you send comments to IBM, you grant IBM a nonexclusive right to use or distribute your comments in any way it believes appropriate without incurring any obligation to you.

Note: If you have a problem report or item number, supplying that number may help us determine why a procedure did or did not work in your specific situation.

Problem Report or Item #: Branch Office or Customer #:

Be sure to print your name and fax number below if you would like a reply:

Name: Fax Number:

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