

IBM Remote Software and Hardware Support Country Based

Available for select IBM hardware and software support services for US Government, the public sector, and companies who can demonstrate legal requirements

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Highlights

Satisfy clients that want U.S.-based call center support

Flexibility to choose the support level that meets your organization's individual support requirements

Many IBM U.S. public clients require software and hardware support from U.S. Citizens or U.S. Persons located within the U.S. These IBM® clients may easily upgrade their existing remote software or hardware support with this feature.

Support for eligible products

Public clients utilizing IBM services (i.e. Warranty/Hardware Maintenance, Software Maintenance, and Support Line) can purchase the optional Country Based support providing IBM U.S. Citizens or U.S. Persons option add-on to ensure their remote support calls are handled by U.S. citizens physically located in the United States.

When reporting problems for this optional service, clients must identify themselves as U.S. Citizens or U.S. Persons client. The client will then be assigned to a U.S. citizen or U.S. person physically located in the U.S. Hours of coverage for Support via U.S. Citizens are 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday. This offering does not affect data handling.

Eligible products

- IBM warranty and IBM HWMA for all IBM hardware platforms
- IBM Software Maintenance for AIX® and Software Maintenance for AIX LPPs
- IBM Proactive Support for AIX and IBM i
- IBM Software Support Services – Support Line for Storage
- IBM Proactive Support for Storages
- IBM System z® defect support
- IBM Expert Care

You can count on
IBM Technology Lifecycle
Services to keep your
mission-critical systems
running smoothly 24x7

Benefits

With the Country Based Support with its U.S. Citizens or U.S. Persons option, IBM clients get the support needed while meeting their internal preferences and requirements. This option ensures that remote voice support from IBM is with IBM support personnel that are U.S. citizens or U.S. persons physically located within the U.S. The Country Based Support with its U.S. Citizens or U.S. Persons option is valuable for those IBM public clients serving customers that identify U.S.-based call center support as a key selling feature for their service. Not only do they benefit from the breadth and depth of the IBM support infrastructure, but all remote voice support interactions will be with a U.S. citizen or U.S. person.

Why IBM Technology Lifecycle Services?

IBM offers a comprehensive range of software and hardware support services designed to meet the needs of your organization. From end-user help desk services to basic break/fix maintenance our support offerings are designed to help IBM clients affordably maintain system availability and individual and organizational productivity.

For more information

To learn more about IBM Remote Software and Hardware Support Country Based , please contact your IBM representative or IBM Business Partner®, reach out directly to an [IBM TLS Expert](#) or visit ibm.com/services/systems-support.

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Armonk, NY 10504

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