

Spectrum Scale Support Update

November 15, 2015



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Platform Computing, Spectrum Scale, SONAS & V7000 Unified



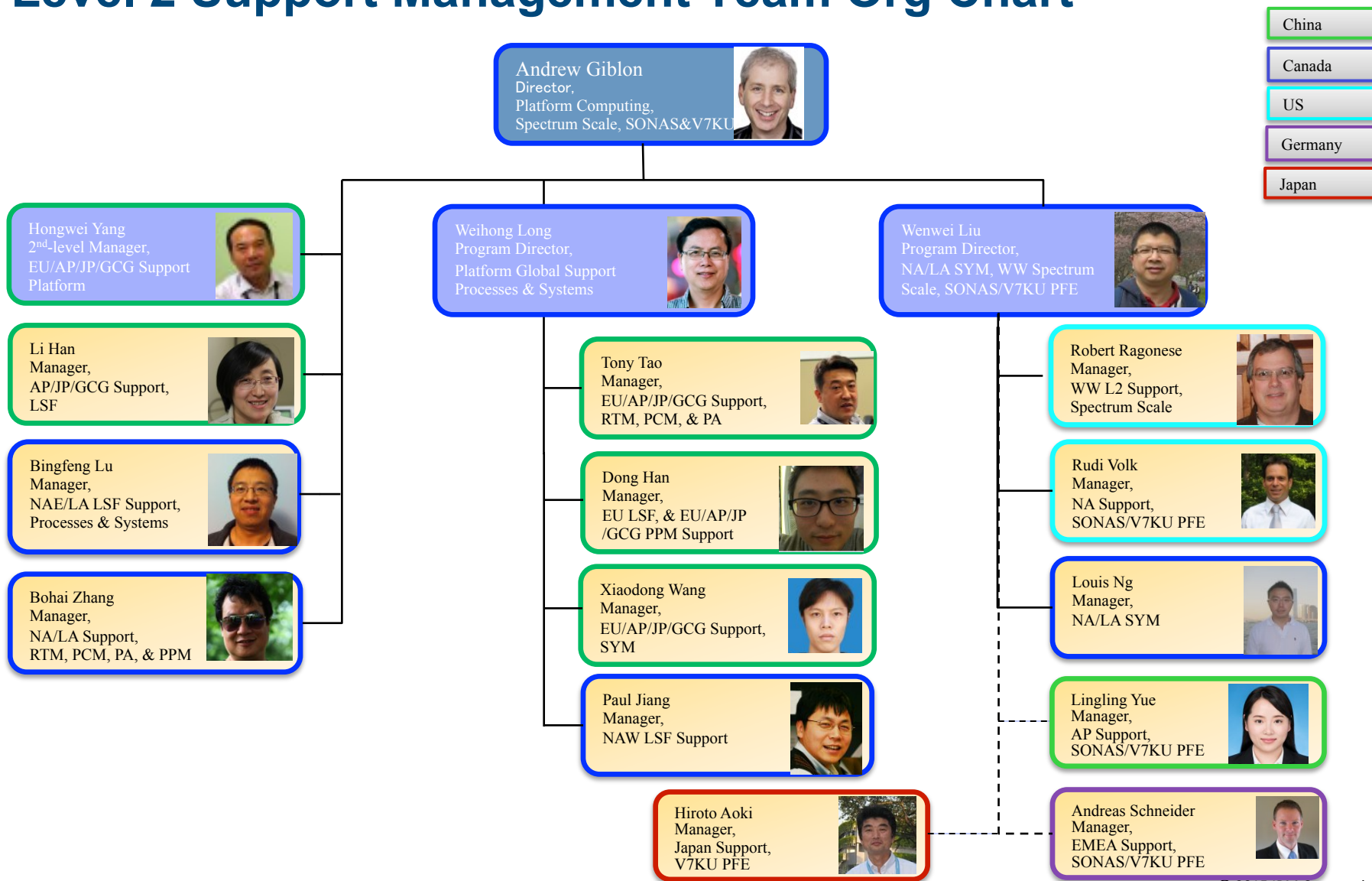
Spectrum Scale Level 2 Support – 2015 Highlights

- Built new synergies
 - Combined under new management team for better coverage of clients who share Spectrum Scale / SONAS / V7000 Unified / Platform Computing products.
 - Implemented cross-training program between these teams.

- Grew the team
 - Grew primary Level 2 team in Poughkeepsie by 15%, with plans for further growth in 2016.
 - Grew Level 2 team in Beijing significantly by 100% for better 24x7 follow-the-sun coverage on critical issues, with plans for further growth in 2016.

- Maintained team stability and client satisfaction
 - Achieved high retention rate among senior Level 2 staff.
 - Leveraged the same Level 3 team under Doris Conti for fixes and for the most complex issues.
 - Client Net Satisfaction Index (NSI) is approximately 90%.

Software Defined Infrastructure – Level 2 Support Management Team Org Chart



IBM Spectrum Scale Support Management Contacts

Role	Name	Telephone	Email	Contact For Escalations
Manager, Technical Support, Spectrum Scale, World Wide	Bob Ragonese	+1 845-433-7456	ragonese@us.ibm.com	Critical Support issues – 1 st level escalations
Manager, Technical Support, Platform Symphony & Spectrum Scale, Asia Pacific	Xiaodong Wang	+86 10-8245-0996	bjwangxd@cn.ibm.com	Critical Support issues – 1 st level escalations
Program Director, Technical Support, Platform Symphony, Spectrum Scale, SONAS & V7000 Unified	Wenwei Liu	+1 905-316-2623	wliu@ca.ibm.com	Critical Support issues – 2 nd level escalations
Director, Worldwide Technical Support, Platform Computing, Spectrum Scale, SONAS & V7000 Unified	Andrew Giblon	+1 905-316-2582	agiblon@ca.ibm.com	Critical Support issues – 3 rd level escalations



Escalation to IBM SDI / Platform Support



Why Escalate:

You have an unresolved concern about:

- Support responsiveness, quality of service, or resolution progress; OR
- Product quality, or recurring product issues; OR
- Major business impact that is beyond technical, and requires management involvement.

How and to Whom to Escalate:

1. Phone or email the regional SDI Support Manager responsible for that product (see previous slide); OR
2. Go to the Web portal “IBM SDI / Platform Support PMR Escalation”; OR
3. If you are still not satisfied with the responsiveness or actions of the 1st line Manager, escalate to the 2nd line SDI Support Manager; if you are still not satisfied, escalate to the SDI Support Director.

Response Coverage:

Monday – Friday, local business hours

Special Care:

- Severity-1 production outage issue requiring immediate assistance 24x7 – contact IBM Support by [Web](#), or by [phone](#) (NA Toll free:1-800-426-7378). Support Managers are auto-notified via email.

Flexible Support Service Plans

Plans

Features

Remote Mission Critical Support (RMCS)

- Technical Account Manager (TAM)
- Technical Critical Care
- Migration Planning Assistance
- Investigate client-specific Issues
- After Hours Critical Changeover Coverage
- Direct Access to R&D & Product Management
- Quarterly TAM Report

Remote Assigned Engineer Support (RAES)

- Remote Assigned Engineer (RAE)
- Regular Status Update and Ticket Review
- Maintain Client Profile/Environment
- Multi-site Co-ordination
- Remote Health Monitoring
- Application Developer Support

Standard Support Services

- Local Business Hour Support
- Severity One 24x7 Hotline
- Software Q&A and Usage Assistance
- Software Upgrade and Patches
- Online Case Submission and Status
- Knowledge Base Articles
- Unlimited tickets