# ESCC Spectrum Scale and ESS Support Update
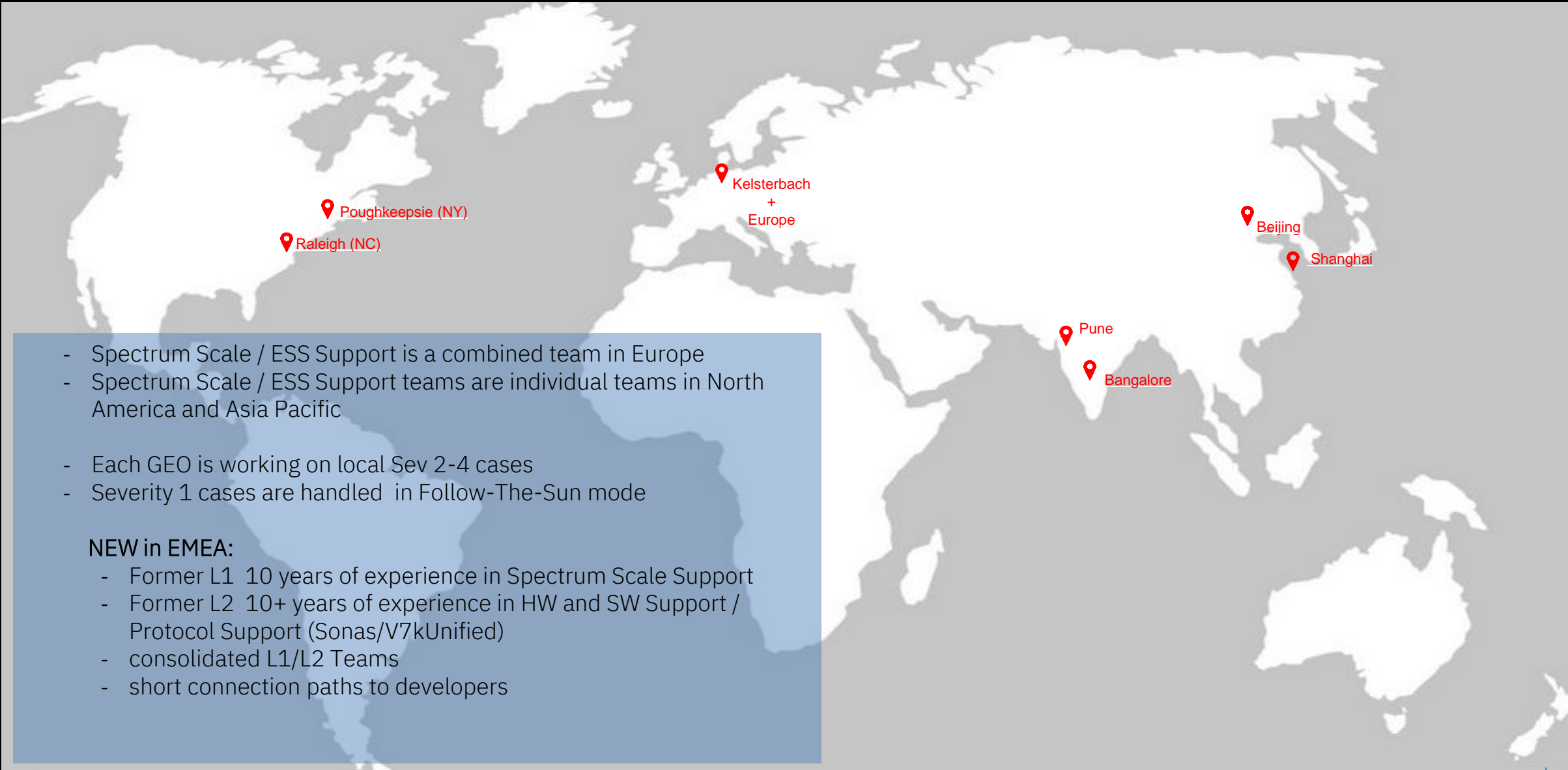
Kai Korkow

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IBM

# Support Locations – Where we are and how do we work



Kelsterbach + Europe

Poughkeepsie (NY)

Raleigh (NC)

Beijing

Shanghai

Pune

Bangalore

- Spectrum Scale / ESS Support is a combined team in Europe
- Spectrum Scale / ESS Support teams are individual teams in North America and Asia Pacific

- Each GEO is working on local Sev 2-4 cases
- Severity 1 cases are handled in Follow-The-Sun mode

NEW in EMEA:
  - Former L1  10 years of experience in Spectrum Scale Support
  - Former L2  10+ years of experience in HW and SW Support / Protocol Support (Sonas/V7kUnified)
  - consolidated L1/L2 Teams
  - short connection paths to developers

# IBM Elastic Storage Server Support Reference Guide

- ESS Support Model
- ESS Support Scope
- ESS Support Service Request and Status Updates
- IBM Standard Support Severity Level and Response Goals
- ESS Enhanced Support Offerings
- IBM Support Escalations
- ESS Software Downloads
- ESS Support Best Practices
- Non-ESS Support Issues
- EU General Data Protection Regulation
- Additional ESS Services Beyond Support
- ESS Key Contacts

Download the most recent version of this guide
https://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS5387

# IBM Spectrum Scale Support Reference Guide

- Spectrum Scale Support Model
- Spectrum Scale Support Scope
- Spectrum Scale Support Service Request and Status Updates
- IBM Standard Support Severity Level and Response Goals
- IBM Support Escalations
- Spectrum Scale Software Downloads
- Spectrum Scale Support Best Practices
- Spectrum Scale Support Global Time Zone Coverage
- EU General Data Protection Regulation (GDPR)
- Services Teams Available to Spectrum Scale Clients
- Spectrum Scale Key Contacts

Download the most recent version of this guide
https://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS5400

# Phone contact and case escalation

IBM Hardware und Software Support:
https://www.ibm.com/planetwide/uk/ <<< United Kingdom
Tel: 03705 500 900
             - can be used for escalations. Ask for the  Manager on Duty

https://www.ibm.com/planetwide/ <<< all countries

# Beyond Post Sales Support

The EMEA Storage Competence Center (ESCC) provides Pre- to Post-Sales Storage services to assist you across IBM's complete Storage portfolio (Hardware / Software / Solutions) via:

**Advanced Technical Skills (ATS)**
Skill Transfer, New Product Intro., Solution Enablement, Architectural Guidance

**Lab Services (LS)**
Skill Enablement, Hands-On-Training, Implementation Assistance, Data Migration &

**Performance Tuning**
Development & Product Test Systems Lab
Proof of Concept (PoC), Hands-on Product Training …

**Product Field Engineering (PFE)**
Last level defect support

**Client Care**
Pro-active Customer Care Management

# Thank You