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Memory Express Ltd
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IBM Essentials ServicePac 3 Years 24x7x4 Hour Response Hardware and Software Support for IBM xSeries Servers



The Essentials ServicePac offering provides three-year 24x7x4 hour response hardware warranty upgrade, including three-year Remote Technical Software Support for clients running Microsoft Windows and Linux (Red Hat and SUSE) operating systems. IBM Systems Director support is also included. These Warranty Upgrade and Support Line combination offerings are offered within a single part number for ease of sale with IBM System x servers. With this ServicePac offer, you get an upgrade solution and Software Support at the same time you purchase the IBM machine. The number of unique ServicePac offerings are kept to a minimum, and each part number supports a range of machine types. To select the correct ServicePac offering for a particular machine type, a Selection Guide is available with a complete list of machine types for cross-reference.

Contract Period	3 Years
Response Times	4 Hours
Service Coverage	24 hours a day / 7 days a week

Features

* **Contract period: 3 years**

* **Service Availability: 24 hours a day / 7 days a week**

* **Response Time: 4 Hours**

Specification

General

The Essentials ServicePac offering provides three-year 24x7x4 hour response hardware warranty upgrade, including three-year Remote Technical Software Support for clients running Microsoft Windows and Linux (Red Hat and SUSE) operating systems. IBM Systems Director support is also included. These Warranty Upgrade and Support Line combination offerings are offered within a single part number for ease of sale with IBM System x servers. With this ServicePac offer, you get an upgrade solution and Software Support at the same time you purchase the IBM machine. The number of unique ServicePac offerings are kept to a minimum, and each part number supports a range of machine types. To select the correct ServicePac offering for a particular machine type, a Selection Guide is available with a complete list of machine types for cross-reference.

We have very limited data about this product. Please contact us from more information.

Support

Contract Period	3 Years

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Response Times	4 Hours
Service Coverage	24 hours a day / 7 days a week
Compatibility	IBM System x3650 M3 (7945), x3650 M2 (7947), BladeCenter LS42 (7902)

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About Memory Express

Although we started out selling just Memory the best part of fifteen years ago, we have diversified organically over the years at the request of our customers. We specialise in Networking, Storage and Disaster Recovery and have the knowledge, experience and strategic partnerships to provide you with the service and value you demand - quality products, reasonably priced and delivered on time.

Memory Express can offer you a full range of installation and configuration services for hardware and software as well as detailed, accurate advice on all aspects of your IT projects. You'll be glad to know that we don't have a room full of school leavers trying to sell products they don't understand - all our staff are seasoned IT specialists and have an average length of service of over ten years. We won't just push you towards the solution we feel like selling; we'll help you to find the one you need.

Meanwhile, online, we offer one of the largest product ranges of any UK IT supplier. Showing near live stock, in depth product information and keen pricing, we're sure you'll find what you need. We also have matched memory upgrades for over 50,000 models of computer, server, printer, phone and camera, guaranteeing you the right memory, first time. All this is backed up by the same great service you'd expect when dealing with us over the phone. For our regular business customers, we provide T3, our corporate purchasing portal which provides a truly corporate focused buying experience.

We're conveniently located in Park Royal, London's Technology Business Park, allowing us to reach all areas of the UK quickly and efficiently. Many of our City based corporate clients benefit from same day delivery and we can offer next day delivery to established customers throughout the British Isles. Online delivery tracking and status information means that you need not worry about the whereabouts of your order.

We're proud to have built up a wide variety of partnerships with quality vendors and many of our staff hold certifications from top tier manufacturers including Microsoft, Acronis, Symantec and VMWare.

Our clients vary in size from SMEs to many of the UK's largest corporates, government departments, schools and universities, and we're pleased to say that most have been our customers for many, many years - we believe in long term business relationships, not turning a quick profit. Why not contact us now to see how we can help you get the quality of service they already enjoy?