

INFORM

Description of Product-Related Services in PC and SystemArchitect

Change of display

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Introduction

The Product Related Services (PRS) sector differentiates between 'TopUp Services' and 'ServicePacks'.

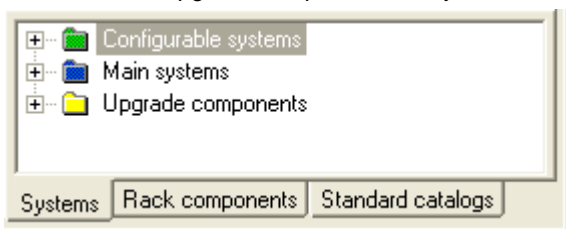
The former can only be ordered together with a system which has been individually manufactured in the factory (BTO order), as in this case the warranty extension is directly linked and stored with the serial number. In this case, no further steps are required by the contractor/customer.

However, 'ServicePacks' should be viewed as a later order for a PRS product for systems that have already been delivered from the factory. In this case, the device serial number is assigned via a web-based application which must be carried out by the user/customer individually for each product. The same is valid when ordering a ServicePack extension.

Irrespective of this, a large number of different services (runtime, service type, reaction time, service time, area of validity, service provider) are available for both TopUps and ServicePacks!

The different system types have three different colors in the PC and SystemArchitect:

- Green for configurable systems (systems individually manufactured in the factory, BTO)
- Blue for complete systems, usually available via Distribution
- Yellow for upgrade components for systems already delivered



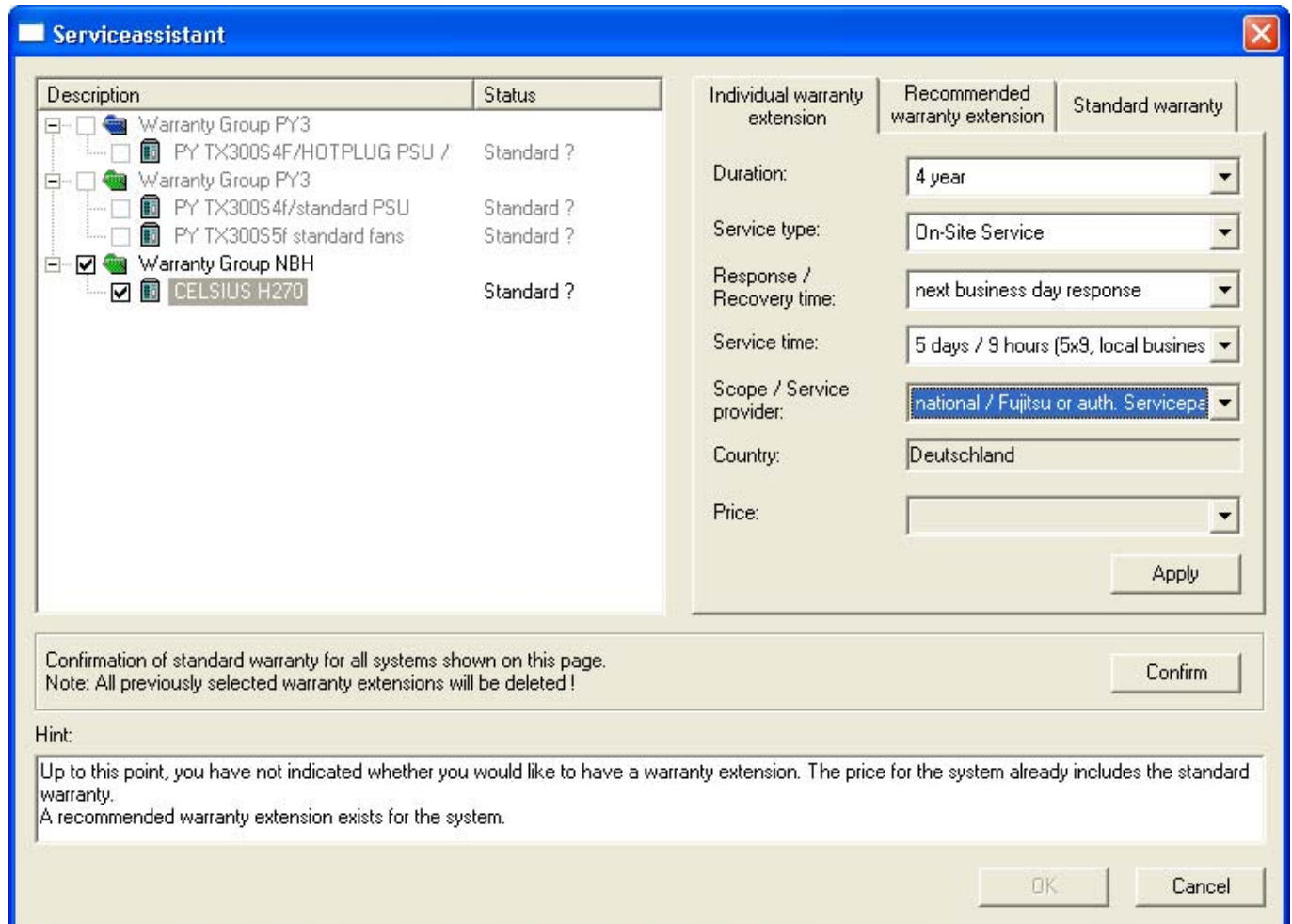
It would thus be sensible to offer TopUps only with the green systems whereas ServicePacks may only be offered with blue and yellow systems.

Services offer in Service Assistant

Service Assistant was introduced with Version 8.0 of the PC and SystemArchitect via which the user can add the required service extensions based on a feature-orientated dialog for any number of selected systems. The Assistant is called from the menu Assistant or by clicking on the symbol.



The required service extension is assigned in this dialog:



As can be seen above, Service Assistant detects and differentiates green and blue systems and in each case inserts the correct category (TopUp or Service Pack). This prevents faulty operation by the user.

Services offer in the configuration view

The offer in the configuration view has not been changed so that the user has the same selection option as before regarding PRS products:

Main system

Product:

Product no.:

Filter

OS: ...

Deliverable from:

Orderable from:

Phase out:

Status:

Product:

PY TX300S4F/HOTPLUG PSU /
 XEON LV DP L5410/2X 1GB ECC/
 CON.KIT12X 2.5"/DVD-ROM/ RAID
 5/6 SAS 256MB/NO
 POWERCORD/

Options | **Configuration**

Hardware		Software		Service		
Product no.	Description	Count	LKP-ERR...	Status	Phase out	Orderable fr...
+ Professional Services	PR Pimergy HAV					
+ Professional Services	PR Pimergy Infrastr. Int					
+ Professional Services	PR Pimergy Operating Sys					
+ Professional Services	PR Pimergy System Mgt					
+ Professional Services	PR Pimergy Terminal Serv					
+ Product related services	Top Up - national					
- Product related services	Top Up - EU \ EMEA					
FSP:GN3S1QZ00DEPY3	TP 3y OS Svc,2BD Rt,5x9	0	61,00			
FSP:GN3S2QZ00DEPY3	TP 3y OS Svc,NBD Rt,5x9	0	348,00			
FSP:GN4S1QZ00DEPY3	TP 4y OS Svc,2BD Rt,5x9	0	821,00			
FSP:GN4S2QZ00DEPY3	TP 4y OS Svc,NBD Rt,5x9	0	966,00			
FSP:GN5S1QZ00DEPY3	TP 5y OS Svc,2BD Rt,5x9	0	1.305,00			
FSP:GN5S2QZ00DEPY3	TP 5y OS Svc,NBD Rt,5x9	0	1.535,00			
+ Product related services	Service Packs - national					
+ Product related services	SP Prolongation national					
+ Product related services	Service Packs - EU \ EMEA					
+ Software Services	SuSE Linux					
+ Software Services	Red Hat					

However, a faulty configuration is possible here as any amount of TopUps can be ordered for a blue complete system (as indicated above).

Changing the services offer in the configuration view

The following changes will soon be integrated in the product offer for PRS products so as to avoid such possible incorrect configurations:

- TopUps are now only offered for green BTO systems
- ServicePacks are only offered for blue complete systems and yellow upgrades

If a BTO system still requires configuring with a service pack (whereby the product offer between TopUp and ServicePack is almost 100% identical) then the ServicePack must be ordered by selecting the corresponding upgrade media.

The changes described above only affect the display/selection in the configuration view - the Service Assistant is not affected as it automatically selects the correct allocation of TopUp or ServicePack.