



M86 Security Appliances Based on IBM Hardware

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1 M86 Security Appliances Based on IBM Hardware

Several M86 Security appliance models are based on IBM "System x" servers. Although technical support cases for these appliances are raised via the standard support processes, hardware issues may require direct involvement by IBM. The table below lists past and present models that are supported in this manner. This list is not intended to be exhaustive.

M86 Security Appliance Model	IBM Hardware Model
SWG 3000	x3250 M3
SWG 5000 / NG-6000-S1	x3550 M2
SWG 7000 / NG-8000	BladeCenter E
NG-5000-S1	x3350
NG-6000	x3650

IBM excels in swift and efficient hardware problem handling. The interface with IBM will be handled by M86 Security Support for M86 Security's customers as well as its partners in a back-to-back manner. This enables our customers and partners to maintain one single thread for all their support issues.

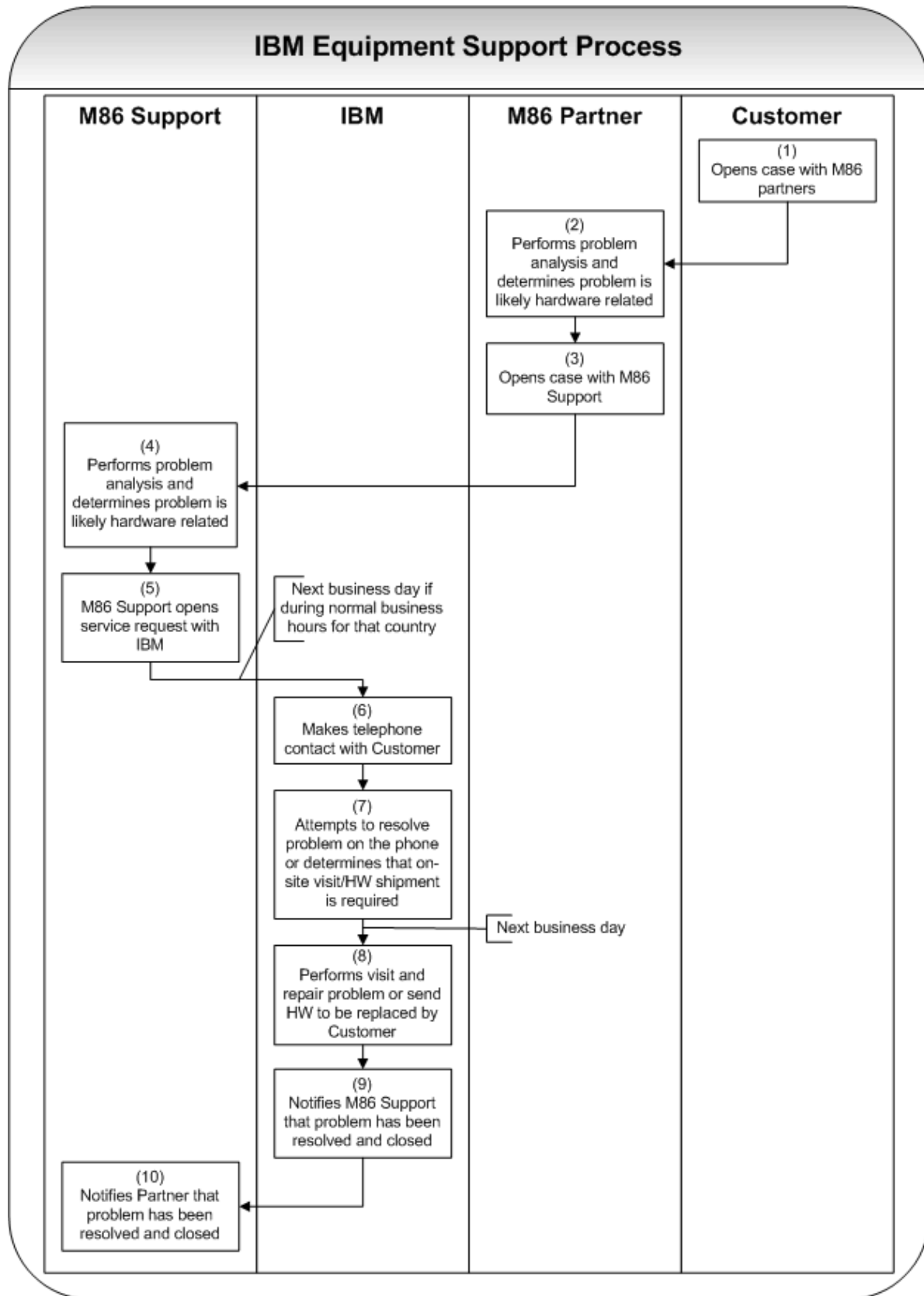
The warranty for the hardware is provided by IBM. For the exact content of the IBM Warranty we invite you to visit:

http://www-947.ibm.com/systems/support/machine_warranties/index.html

The various parties involved in the procedure are:

1. M86 Security Support
2. M86 Security Partner (Distributor and/or Reseller), as applicable
3. IBM
4. Customer

The flowchart on the next page delineates the process. Below the chart, you will find a description that provides additional information on each of the steps outlined in the flowchart.



2 Process Description

1. Customer opens a case according to their service plan. Typically this involves contacting their M86 Security Partner. If the customer's service plan includes direct support from M86, Step 2 below is skipped.
2. M86 Security Partner performs normal problem determination and suspects a hardware problem.



Note: See below whereby the process is effective even if at this stage the Partner does not raise the possibility of a hardware problem.

3. M86 Security Partner (Distributor or Reseller) opens a case with M86 Security Support. For the purposes of this procedure, a Customer with direct support will proceed in the same manner as a Partner. A case reference number is created and given to the Partner.

The following on-site support details should be included:

Customer name and number

Customer contact information: name, phone number, cell phone number

Serial number of the suspected BladeCenter part (usually one of the blades) or standalone appliance

4. M86 Security Support performs normal problem determination and suspects a hardware problem.



Note: In the event that Partner did not suspect a hardware problem and Step 3 did not include on-site support details, M86 Security support will request these details from Partner at this stage.

5. M86 Security Support opens a ticket for the hardware problem with IBM in the country of the Customer's site. M86 Security Support updates its CRM system with the IBM reference number and any other information supplied by IBM.
6. IBM will contact Customer (according to the contact details supplied above) during the next business day following the day the service request was being opened during normal business hours for that country.
7. It is expected that IBM will do its own problem determination and attempt to rectify the problem by phone. Alternatively, IBM may determine that the problem is not hardware-related. In such a case, IBM will attempt to close the problem vis-à-vis M86 Security Support (that opened the problem ticket).



Note: IBM's problem determination is not limited in time and it might therefore take some time to complete.

8. Problem resolution:
 - 8.1. Following problem determination, if IBM determines that on-site service is required, IBM will schedule a service technician to arrive at the customer location on the next business day. Service will be provided from 8.00am to 5.00 pm in the local time zone, Monday through Friday, excluding holidays.
 - 8.2. Some replacement units (such as hard drive, memory, etc.) will be shipped by IBM to the customer for replacement along with information and replacement instructions.



Note: The service levels specified above are response-time objectives only, and are not guarantees. The specified service level may not be available at all worldwide locations. Charges may apply outside IBM's normal service area. Certain machines with same-day onsite response-time objective may require the installation and use of remote connectivity tools and equipment for direct problem reporting, remote problem determination and resolution.

9. IBM is obligated to confirm with M86 Security Support (who opened the service request) to close the problem. As part of the problem closing, IBM will inform M86 Security Support of the serial number of any relevant replacement parts.
10. M86 Security Support notifies Partner that problem has been closed and confirms the serial number of any relevant replacement parts.

In parallel to the above process, once the problem is opened with M86 Security Support, a M86 Security representative will follow up on the whole process, interacting with both IBM (for updates) and with Partner, as needed.

About Trustwave

Trustwave is a leading provider of information security and compliance management solutions to large and small businesses throughout the world. Trustwave analyzes, protects and validates an organization's data management infrastructure from the network to the application layer – to ensure the protection of information and compliance with industry standards and regulations such as the PCI DSS and ISO 27002, among others. Financial institutions, large and small retailers, global electric exchanges, educational institutions, business service firms and government agencies rely on Trustwave. The company's solutions include on-demand compliance management, managed security services, digital certificates and 24x7 multilingual support. Trustwave is headquartered in Chicago with offices throughout North America, South America, Europe, the Middle East, Africa, Asia, and Australia.