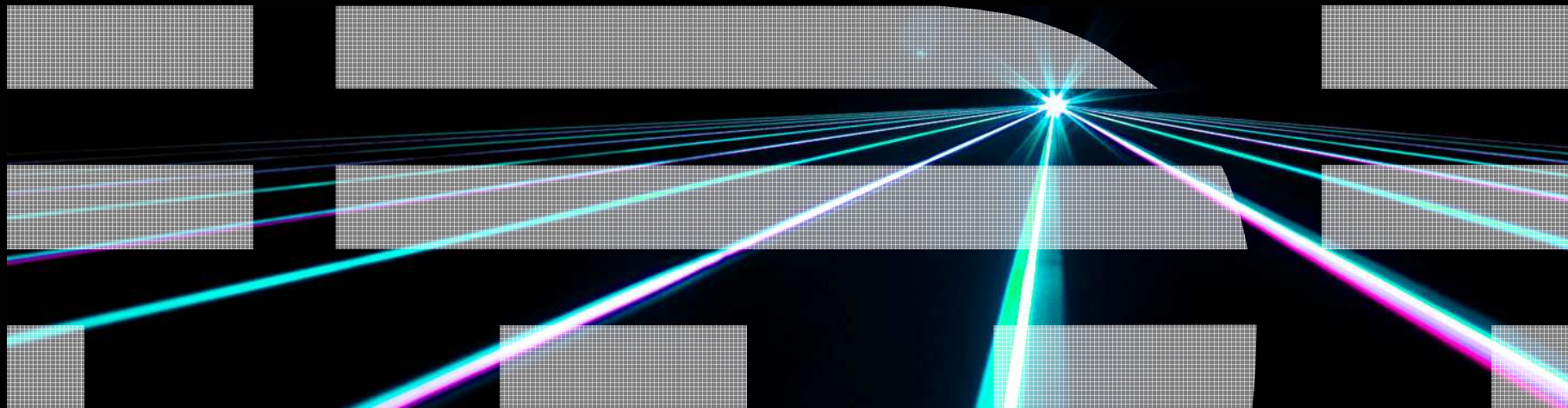
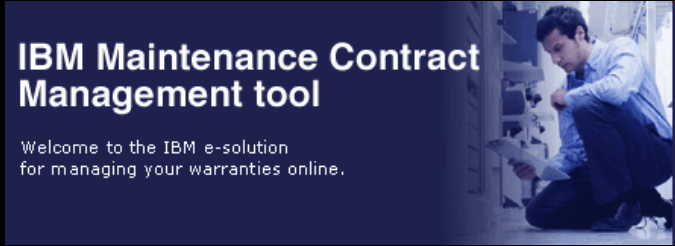


IBM Maintenance Contract Management Guidance



ibm.com **inside sales**

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IBM Maintenance Contract Management tool

Welcome to the IBM e-solution for managing your warranties online.

How the MCM tool will help you keep track of your hardware maintenance inventory

Short guidance on MCM tool

- Notifications
- Customize the view according to your preferences
- Keep track of your hardware maintenance inventory
- Request a quotation
- Arrange your inventory by nicknames and groups
- Update your profile

How to get started with MCM tool?

What are the benefits of usage Maintenance Contract Management (MCM) Tool

- **The Maintenance Contract Management (MCM) online tool provides** a smarter way for you to have a view of your company's complete inventory, 24/7 self service simplified access to IBM, enable electronic requests, avoid repetitive tasks and reduce errors.

- **The MCM Tool allows you to:**
 - Have a single point of access to manage all maintenance requests - ONLINE
 - Facilitate easy communication and collaboration through a convenient web portal
 - To easily place or change requests about contract details
 - To have a repository with all the requests and their status

- **Have your installed machine inventory always up to date**
 - To avoid situations where customer and IBM maintenance inventory views are different
 - To streamline your renewal process

- **Have your inventory database customizable according to your needs**
 - Machine type, model and serial number are not always an effective search criteria.
 - You can also:
 - Identify machines using nicknames
 - Identify machines by location, Building or Room

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How to get started with MCM tool?

Short guidance on MCM tool – Notifications and alerts



In the top right corner you will find a box with the contact data of your IBM representative

The tool homepage consists the alert box that shows:

- number of expired HW warranties,
- number of warranties which expiration date is less than 120 days
- number of requests sent by IBM representative to be reviewed

Short guidance on MCM tool – Customize the view according to your preferences

Moving on to HW warranties page you can customize the view of your inventory according to your preferences. By using pulldown filters you can:

- filter warranties by status (valid, expiring, expired)
- see the warranties of selected customer (if you are managing the warranties for more than one company)
- decide how many warranties you want to see in default view,

IBM MCM tool HW warranties

HW warranties

Groups
Below you can find the description of your hardware inventory as well as the warranty expiration date and status.

Requests
Please select the inventory to be covered by IBM Hardware Maintenance and click the **Request quotation** button.

My profile
Inventory with pending quotation request is marked as "QR". Click on the "QR" next to your hardware inventory to see the quotation status.

Documents per page: 10 Customer: 00016216 Status: All Reload

By using checkboxes you also decide what kind of information regarding your inventory will be shown in the HW warranties table:

Table columns

<input checked="" type="checkbox"/> Type/Model	<input type="checkbox"/> End of standard warranty	<input checked="" type="checkbox"/> Contract number
<input checked="" type="checkbox"/> Description	<input type="checkbox"/> End of warranty under contract	<input type="checkbox"/> Contract start date
	<input checked="" type="checkbox"/> Status	<input checked="" type="checkbox"/> Contract end date

Short guidance on MCM tool – Keep track of your hardware maintenance inventory

The table shows all kind of information regarding HW maintenance inventory.

- mashine serial number,
- mashine type and model,
- Contract details: start/end date and contract number,
- mashien description,
- warranty status.

Serial	Type/Model	End of standard warranty	Contract Number	End of warranty under contract	Contract start date	Contract end date	Description	Status (More info on rollover)
--------	------------	--------------------------	-----------------	--------------------------------	---------------------	-------------------	-------------	--------------------------------

There is also a possibility of using sorting option. You can sort each column from the smallest to the biggest value

The tool has a simple and advanced search option that allows to search by different criteria:

Warranty search

Serial:

Description:

Type:

Model:

Nickname:

Contract number:

End of warranty under contract:

Short guidance on MCM tool – Request a quotation

To send a request to IBM you need to choose the machines from the list and click on „Request quotation” button at the bottom of the table. You will be redirected to the page where you need to fill in your requirements regarding service coverage.

Found warranties					
	Serial number	Type/Model	End of standard warranty	Description	Status
<input checked="" type="checkbox"/>	066D6F4	8203 / E4A	2010-04-30	ECLIPZ LOW END	Expiring
<input checked="" type="checkbox"/>	066D704	8203 / E4A	2010-04-30	ECLIPZ LOW END	Expiring
<input type="checkbox"/>	067FDEG	9131 / 52A	2010-05-22	PSERIES ENTRY SERVER-SF2+	Expiring

[Select/Deselect all](#)
[+ Add selected machines to request](#)
[→ Request quotation](#)

At any time you can go back to HW warranties inventory to add or remove machines from your request. You will get the email notification as soon as the IBM representative will send you the proposal.

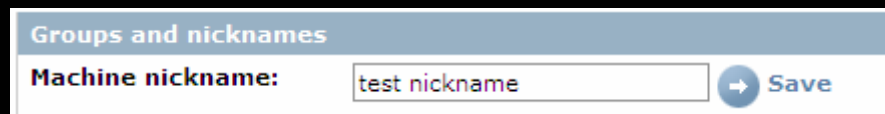
IBM MCM tool
HW warranties
Groups
Requests
• Pending requests
• Accepted requests
• Closed requests
My profile

The history of your request is always available in the left navigation menu

Short guidance on MCM tool – Arrange your inventory by nicknames and groups

▪ MCM tool helps you to manage your inventory in more efficient way

- You can give the nicknames to the machines. Use this option by clicking the serial number of the machine. You will be redirected to „warranty detail” page where you will change and save the new nickname directly.



Groups and nicknames

Machine nickname: [→ Save](#)

- You can arrange your inventory into groups, for example divided by location or any other preferred criteria. To use this option please go to „Groups” in left navigation menu and create „New group”. At any time you can add and remove machines from created groups.



Group details

Group name:

Customer: <multiple>

[→ Create group](#)

Short guidance on MCM tool – Update your profile

Keeping your contact information up to date will help to better cooperate between IBM and your company. To update your profile please choose „My profile” from left navigation menu and fill out the required fields.



User data	
Title:	<input type="text" value="Ms"/>
*First name:	<input type="text" value="Marta"/>
*Last name:	<input type="text" value="Glinicka"/>
*Email:	<input type="text" value="marta.glinicka@sk.ibm.com"/>
*Phone:	<input type="text" value="004215555555"/>
Job position:	<input type="text"/>

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How to get started with MCM tool?

Start with MCM tool and benefit from efficient way of managing your hardware warranties online.

To get started with MCM tool please follow those 3 steps:

STEP 1

Contact your IBM representative

STEP 2

Register on IBM page and set up your IBM ID

<https://www.ibm.com/account/profile/us?page=reg>

STEP 3

Your IBM representative will send you the link to the tool

...and that's it!!