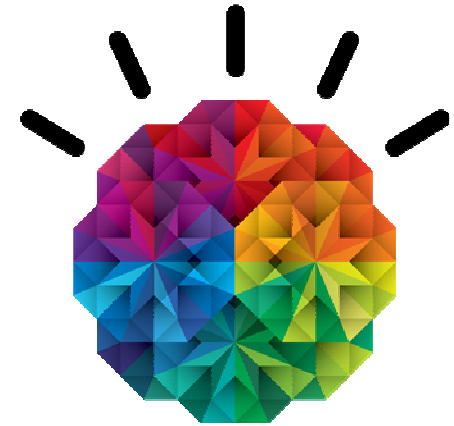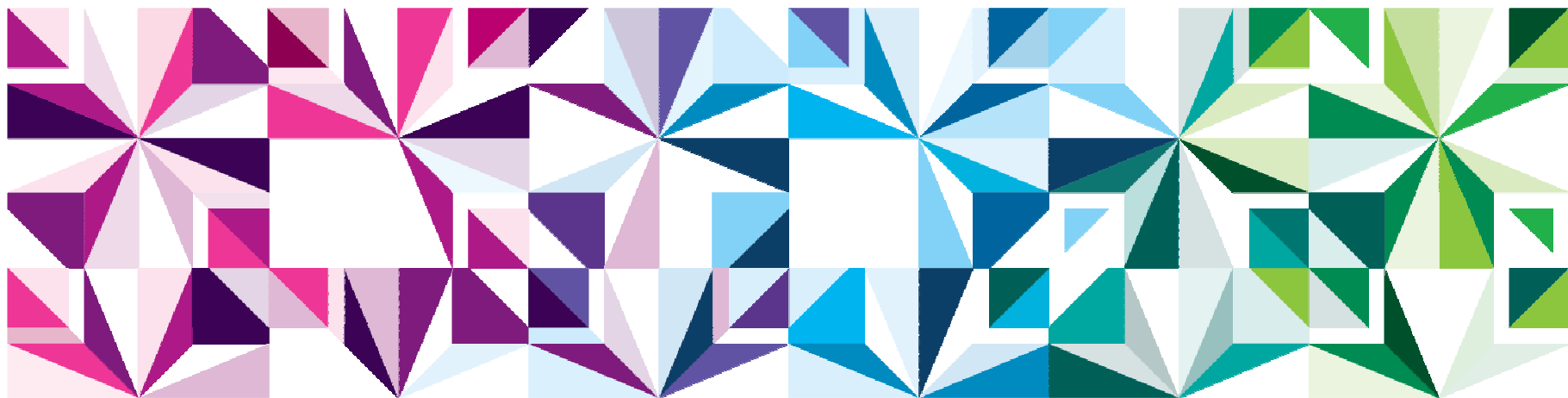# SISS

collaboration of STG and TSS

Böblingen 2014 / Cµ

Background and values

➢ Some years ago it was a decision from local TSS and STG local team to develop SISS to meet the **customer expectations** and our **internal conditions**.

➢ SISS as standard offering developed on market **experiences**

➢ We got more and more pressure for : HW price decrease >> warranty and installation budget decrease but customer expectation and sales story not changed

Customer expectations vs. Standard installation topics (sample)

Topic / Task	Installation	SISS
Full support (onsite and remote incl. Off hour standby) during to the whole installation and integration	X	✔
Support during probem determination of cabeling or connection issues (labeling, connection to io or storage, PD for missing connetion despite passed HW test)	X	✔
Remote or onsite support during WL transfer or LPAR transition	X	✔
Onsite support for Possible fallback szenario	X	✔
Multiple onsite visits to fulfill integration within multiple steps (parallel usage and testing)	X	✔
How to or education for new technology at customer side	X	✔
Define open additional topics for induvidual task	X	✔