



IBM

IBM

가



DB2 Information Management software

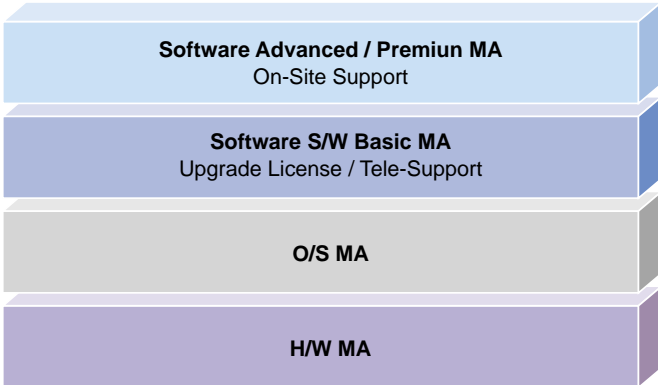
WebSphere software

Lotus software

Tivoli software

Rational software





License + SW Maintenance 12 Months

+ 12 MA

Annual SW Maintenance Renewal

MA

SW Maintenance Reinstatement 12 Months

MA





IBM Software Maintenance

IBM Software Maintenance

Maintenance Type	Service Detail	Basic	Advanced	Premium
Upgrade License		<input type="radio"/>		
		<input type="radio"/>		
(How - To)	(End Of Service)	<input type="radio"/>		
		<input type="radio"/>		
	(How - to) (, , ,)	<input type="radio"/>		
		<input type="radio"/>		
		<input type="radio"/>		
	IBM World - wide	<input type="radio"/>		
	IBM (e - Care Center)	<input type="radio"/>		
Contact Center -		<input type="radio"/>		
	09 18 . ,	<input type="radio"/>		
		<input type="radio"/>		
	2	<input type="radio"/>		
		<input type="radio"/>		

IBM Software Maintenance

Maintenance Type	Service Detail	Basic	Advanced	Premium
Passport Advantage Online	PA MA	○		
		○		
	Web SW	○		
	MA	○		
e - Care center	, Redbook ()	○		
		○		
	FAQ Q & A	○		
			○	○
			○	○
			○	○
	PTF		○	○
	24 * 365		○	○
	(2)			○
	가			○
				○
				○
SW	Fixpack			○
가	Parameter Basic Tuning			○
	SW update			○



SW

MA License SW , 가

Tele - support / e - Care center / PA Online Service

Basic MA

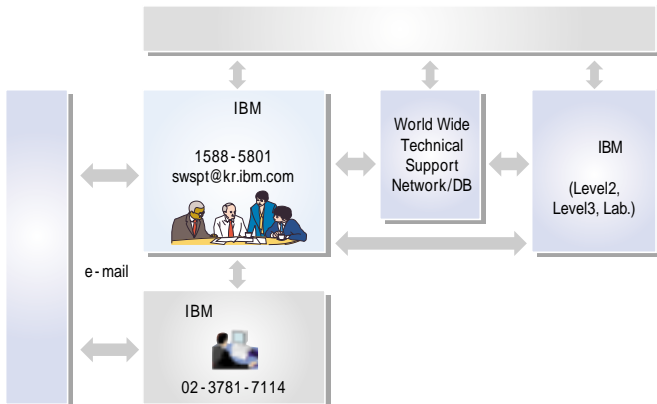
IBM MA , MA
가 가

Advanced / Premium MA

On - site



IBM SW





IBM Software

IBM Software Online Technical Support : 1588 - 5801

e - mail : swspt@kr.ibm.com

IBM Rational Software Online Technical Support : 007 - 986 - 115 - 216

Passport Advantage Customer Online Support : 007 - 986 - 112 - 156

e - mail : apecare@sg.ibm.com

Your Success is Our Success.



Copyright IBM Corporation 2006

(135 - 270)

467 - 12

TEL: (02)3781 - 7114

www.ibm.com/kr

Printed in Korea

All Rights Reserved

IBM IBM

International Business Machines Corporation