



IBM

NetVista

Kiosk

IBM 4835 NetVista Kiosk Post Sale Service

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IBM 4835 NetVista Kiosk Service - **US & Canada**

■ **IBM Service Delivery**

- ▶ Kiosk purchased from IBM Sales Specialists (IBM Direct)
- ▶ End-user customer serviced by IBM
- ▶ 1 Year Warranty: IBM On-Site Repair, 24 hours x 7 days, 4 hour on-site response objective
- ▶ Post-Warranty: IBM On-Site Repair, (1) 24 hours x 7 days, 4 hour on-site response objective. (2) 9 hours x 5 days, next business day on-site response





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IBM 4835 NetVista Kiosk Service - US & Canada

■ IBM Business Partners - Warranty Service

- ▶ Kiosk purchased from IBM Business Partner - Distributors, Solution Providers, Systems Integrators,
- ▶ (US) End-user customer serviced by IBM Business Partners certified to perform warranty service
- ▶ 1 Year Warranty: (1) On-Site Repair, (2) Carry-In Repair as specified by Business Partner
- ▶ US Warranty Claims Center (Boulder CO.)
 - fixed fee reimbursement for BP labor
 - no charge parts order processing for BP
- ▶ (Canada) End-user customer serviced by IBM





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IBM 4835 NetVista Kiosk Service - **US & Canada**

■ **Customer Call Flow for IBM Service**

- ▶ Customer calls 1-800-IBM-SERV
(1-800-426-7378)
- ▶ US calls are routed to Atlanta Customer Assist Group for call screening
- ▶ US calls are routed to Field Service Rep. if parts are required
- ▶ Canada calls are routed directly to Field Service Rep.





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IBM 4835 NetVista Kiosk Service - **Asia Pacific (AP)**

■ **IBM Service Delivery**

- ▶ Kiosk purchased from IBM Sales Specialists (IBM Direct)
- ▶ End-user customer serviced by IBM or IBM Service Partner (NDK, Comsys, Unicom)
- ▶ 1 Year Warranty: IBM On-Site Repair
- ▶ Post-Warranty: IBM On-Site Repair
- ▶ Response time is country dependent





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IBM 4835 NetVista Kiosk Service - **Asia Pacific (AP)**

■ **IBM Business Partners - Warranty Service**

- ▶ Kiosk purchased from IBM Business Partner - Distributors, Solution Providers, Systems Integrators,
- ▶ End-user customer serviced by IBM or IBM Service Partner (NDK, Comsys, Unicom)
- ▶ 1 Year Warranty: IBM On-Site Repair
- ▶ Post-Warranty: IBM On-Site Repair
- ▶ Response time is country dependent





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IBM 4835 NetVista Kiosk Service - **Asia Pacific (AP)**

■ **Customer Call Flow for IBM Service**

- ▶ Customer calls Call Center 0120-20-5550
- ▶ Calls are routed to Customer Assist Group for call screening
- ▶ Calls are routed to Field Service Rep. if parts are required





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IBM 4835 NetVista Kiosk Service **Europe/Middle East/Africa (EMEA)**

■ **IBM Service Delivery**

- ▶ Kiosk purchased from IBM Sales Specialists (IBM Direct)
- ▶ End-user customer serviced by IBM
- ▶ 1 Year Warranty: IBM On-Site Repair, 11 hours x 5 days
- ▶ Post-Warranty: IBM On-Site Repair, (1) 11 hours x 5 days. (2) 18 hours x 6 days. (3) 24 hours x 7 days.
- ▶ Response time is country dependent





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IBM 4835 NetVista Kiosk Service **Europe/Middle East/Africa (EMEA)**

- **IBM Business Partners - Warranty Service**
 - ▶ Kiosk purchased from IBM Business Partner - Solution Providers, Systems Integrators, Distributors, Resellers
 - ▶ End-user customer serviced by IBM Business Partners certified to perform warranty service
 - ▶ 1 Year Warranty: (1) On-Site Repair, (2) Carry-In Repair as specified by Business Partner





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IBM 4835 NetVista Kiosk Service **Europe/Middle East/Africa (EMEA)**

- **Customer Call Flow for IBM Service**
 - ▶ Customer calls a Call Management Center
 - ▶ Calls are routed to Customer Assist Group (Austria, France, Germany, Switzerland, UK) for call screening
 - ▶ Calls are routed to Field Service Rep. if parts are required





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IBM 4835 NetVista Kiosk Service - **Latin America** **(LA)**

■ **IBM Service Delivery**

- ▶ Kiosk purchased from IBM Sales Specialists (IBM Direct)
- ▶ End-user customer serviced by IBM
- ▶ 1 Year Warranty: IBM On-Site Repair
- ▶ Post-Warranty: IBM On-Site Repair
- ▶ Response time is country dependent





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IBM 4835 NetVista Kiosk Service - Latin America (LA)

- **IBM Business Partners - Warranty Service**
 - ▶ Kiosk purchased from IBM Business Partner - Solution Providers
 - ▶ End-user customer serviced by IBM
 - ▶ 1 Year Warranty: IBM On-Site Repair
 - ▶ Post-Warranty: IBM On-Site Repair
 - ▶ Response time is country dependent





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IBM 4835 NetVista Kiosk Service - **Latin America** **(LA)**

- **Customer Call Flow for IBM Service**
 - ▶ Customer calls a Call Management Center
 - ▶ Calls are routed directly to Field Service Rep.





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IBM 4835 NetVista Kiosk - Service

■ Maintenance Parts Stocking

- ▶ Amsterdam Holland is central stock location for EMEA
- ▶ Mechanicsburg PA is central stock location for AP, LA, US, Canada
- ▶ Strategically located country stock locations
- ▶ Local stock locations





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IBM 4835 NetVista Kiosk - Service

■ Field Service Representatives for POS

- ▶ AP: 50 IBM Service Reps. + 300 Service Partners + Country Specialists
- ▶ LA: IBM Service Reps. + Country Specialists
- ▶ EMEA: 580 IBM Service Reps. + 50 Country Specialists
- ▶ US: 700 IBM Service Reps. + 16 Top Gun Country Specialists
- ▶ Canada: 380 IBM Service Reps. + Country Specialists





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IBM 4835 NetVista Kiosk - Service

- **Serviceable Components**
 - ▶ Kiosk Enclosure w slide-out drawer
 - ▶ 4835-120 Processor & Display Unit
 - magnetic stripe reader
 - speakers
 - presence sensor





IBM 4835 NetVista Kiosk - Service

- **Serviceable Components**
 - ▶ Thermal Printer + power supply, cables
 - ▶ Scanner + power supply, cables
 - ▶ Keyboard
 - ▶ Uninterruptible Power Supply (UPS)
 - battery

