

Refurbishment Services

Maximize the value of your existing hardware and capitalize on production and cost efficiencies with our refurbishment services. IBM provides assessment, repair, upgrade and cleaning services for almost any computer product. Refurbishment services are available at the Gold, Silver and Bronze level to suit your needs.

Gold

This top-of-the-line package includes the care and expertise of an IBM technician, who will perform a superior diagnostic test under a simulated customer environment. Simulating common functions and commands, this expert technician will optimize your PC so that it runs at its peak performance.

Silver

A popular package, this option begins with a thorough cleaning of your PC and peripherals. You will be presented with a product that looks just as fresh as a brand new IBM PC!

Bronze

This refurbishment solution includes an automated diagnostic testing procedure similar to those used in the manufacture of a ThinkPad notebook or NetVista desktop. This process enables your older PC to look and function like new.

Refurbishment Services	Gold YNGOLD	Silver YNSILVR	Bronze YNBRNZ
Thorough cleaning of your system and accessories	●	●	
Thorough cleaning of your system			●
Removal of labels and interior vacuum	●	●	
Sorting damaged system and filtering cosmetic damage (customizable to the client specifications)	●	●	●
Adding the latest BIOS updates	●	●	●
Clearing any confidential data and eliminating potential viruses (Hard Drive Erase)	●	●	●
Advanced hardware testing and diagnostics simulating customer environment	●		
Hardware testing and diagnostics		●	●
Bulk or recycled customer packaging			●
Re-packaging your system in retail quality packaging	●	●	
Re-imaging of your hard drive with the latest factory image or with an image provided by you	●		

The following enhancements can be packaged at the Gold, Silver or Bronze level.

- Warranty and/or non-warranty repair
- Workstation refurbishment with upgraded hardware
- "Tear down" your hardware to re-use recoverable parts for market sale or personal use
- Repair your systems with new or refurbished components from your existing hardware

Services at a Glance

Services	Benefits
Hardware Installation and Configuration	<ul style="list-style-type: none"> • Can be more cost effective than hiring IT Professionals • Easier onsite installation • Hardware/Software arrives at your location preinstalled • Can be more cost effective than hiring IT Professionals • Easier onsite installation
Software Installation	<ul style="list-style-type: none"> • Can be more cost effective than hiring IT Professionals • Easier onsite installation
Firmware/CMOS/Settings	<ul style="list-style-type: none"> • Device arrives preconfigured to your specifications • Same configurations every time
Testing & Staging	<ul style="list-style-type: none"> • Pre-tested Solutions • Simulated customer environment • Eliminate defects • Same benefits can accommodate other than PC devices
Non-computer Hardware	<ul style="list-style-type: none"> • Same benefits can accommodate other than PC devices
Imaging Services	
Load/Build Custom Proprietary Images	<ul style="list-style-type: none"> • IBM preload image is removed and replaced by customer image • System arrives preconfigured and ready to use with customer image • Final detailed user customization available • Image is tested
F11 Recovery	<ul style="list-style-type: none"> • Adds recovery to original image that shipped with system • Can add customization to BIOS • Unique recovery CDs can be provided to customer for image
Rapid Restore™ PC Recovery Service	<ul style="list-style-type: none"> • Can recover to original image that shipped with system • Adds ability to update this image as customers use their system • Acts as a reliable data backup • Customer can create recovery CDs on a cumulative backup program
Archiving and Storage of Images	<ul style="list-style-type: none"> • Archived images stored on our server and backed up and stored in an off-site location • Image CDs available at your request
Data Migration Services	<ul style="list-style-type: none"> • Migration of all customer/user data from existing assets
Image Consultation Services	<ul style="list-style-type: none"> • Faster turnaround for image builds • Can reduce development time, faster turnaround for image builds • Less requirement for specific product knowledge
Refurbishment Services	
Refurbishment of Existing/Old Assets	<ul style="list-style-type: none"> • Can allow customers to successfully redeploy older assets • Can help increase profitability from sale of used assets
IBM Warranty and Non-Warranty Repair	<ul style="list-style-type: none"> • Repairs done on systems with or without warranty
Employee Purchase Program Management	<ul style="list-style-type: none"> • Customer can sell assets through Employee purchase program • Asset management and inventory control
Disposal of Customer Assets	<ul style="list-style-type: none"> • Recycle program for environment • Donations programs available • Secure erase of data on system
Project Coordination, Logistics and Other Services	
Asset Tagging/Reporting Custom Labeling	<ul style="list-style-type: none"> • More effective inventory/asset management • Customer unique asset tag with desired information • Softcopy report sent to customer with captured data • Right box delivered to the right place at the right time • Simplify customer inventory control
Inventory Management	
Project Coordination/Custom Packaging	<ul style="list-style-type: none"> • Can help provide smooth rollout of your project to your schedule and satisfaction • Less packaging for customer to deal with • Special packaging by machine component and accessories



IBM HelpWare Enhanced and Extended Service Plans

Protect your IBM system with Helpware by IBM. It's a convenient and inexpensive way to enhance or extend hardware service coverage beyond your system's standard warranty. Simply select from our OnSite¹, courier depot and customer carry-in service offerings. Each plan delivers quality support paths and includes access to our toll-free bilingual PC HelpCentre at 1 800 565-3344—which is available 24 hours a day, 7 days a week.

OnSite Plans | Convenient PC service

OnSite service for IBM ThinkPad® notebooks, NetVista™ desktops, or eServers is performed at your home or office—where and when it's convenient for you. These plans begin from the date of your PC purchase and provide comprehensive parts and labour coverage on your IBM system.

Courier Depot Plans | Reliable, pre-paid courier repair

This is a streamlined repair process where your system is shipped to the IBM central repair depot—proficiently repaired and returned at no additional expense to you. These plans begin at the end of the standard warranty period.

Customer Carry-In Plans | Take it with you

With a Customer Carry-In plan, you'll receive timely service through the extensive IBM service authorized Business Partner network. Beginning at the end of your system's standard warranty, your parts and labour are covered comprehensively.

IBM ThinkPad Protection Plan³

Protect your notebook and your investment for pennies a day

Gain peace of mind with the IBM ThinkPad Protection Plan. It covers accidental damages like drops, spills and/or damage to your ThinkPad LCD display, so you can focus on what matters most—your work.



IBM HelpWare for ThinkPad Notebooks	
OnSite	IBM Part #
1 year base warranty enhancement; all models	TPO1YR / TPO1YE
2 year for models with 1 year base warranty	TPO12YR / TPO12YE
3 year for models with 1 year base warranty	TPO13YR / TPO13YE
3 year for models with 3 year base warranty	TPO33YR / TPO33YE
Carry-In or Courier Depot	IBM Part #
1 year all models eligible	TPCCR1 / TPCCRN1
2 year for models with 1 year base warranty	TPCCR2 / TPCCRN2
3 year for models with 1 year base warranty	TPCCR3 / TPCCRN3
ThinkPad Protection	IBM Part #
1 year all models eligible	PCPR1S / PCPR1E
3 year for models with 3 year base warranty	PCPR33S / PCPR33E
3 year for models with 1 year base warranty Includes an upgrade on the standard warranty to 3 years Carry-in or courier depot	PCPR13S / PCPR13E
IBM HelpWare for NetVista Commercial Desktops	
OnSite	IBM Part #
2nd and 3rd year Labour upgrade	CDTOSNX
4th year OnSite	YNDT340
IBM HelpWare for NetVista Consumer Desktops	
OnSite	IBM Part #
1 year for system unit and monitor	CO1YR / CO1YRE
3 year for system unit and monitor	CO3YR / CO3YRE
Courier Depot	IBM Part #
1 year on system unit	AAPTSY1
2 years on system unit	AAPTSY2
3 years on system unit	AAPTSY3
IBM HelpWare for Monitors	
Monitors OnSite	IBM Part #
Upgrade to a 3 year next business day OnSite exchange	YNMON30
IBM HelpWare for xSeries, eServers	
Service: OnSite	IBM Part #
2nd year onsite parts and labour	BPSER1A
2nd and 3rd year onsite parts and labour	YNBPS2Y
2nd and 3rd year OnSite Labour Upgrade (8478, 8645, 8646)	BPSER2E



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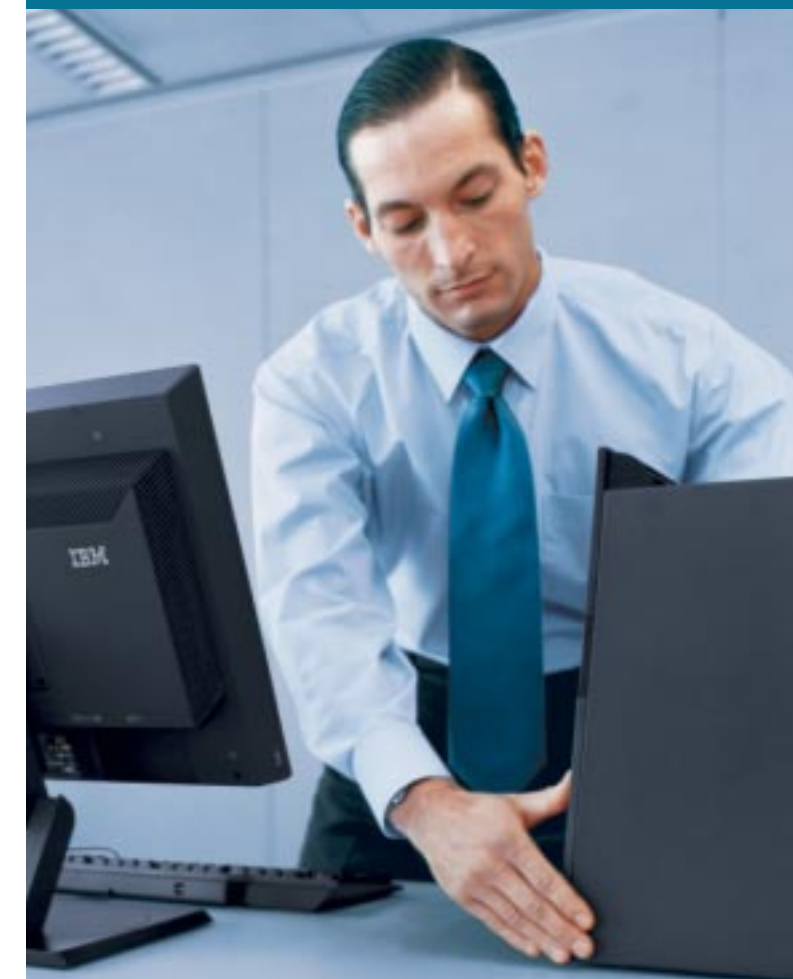
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IBM ImageUltra™ Builder

Welcome to a completely different world of information technology for business. As you know, managing images is a daunting and complex process. As a result, IT managers have to consider:

- Different operating system versions
- Multiple processor and chipset platforms
- 16- and 32-bit applications
- Mobile and desktop platforms
- Legacy and cutting-edge peripherals
- Differing network connectivity protocols

A new approach to software imaging

ImageUltra Builder* from IBM allows you to consolidate multiple languages, hardware platforms, work group applications and operating systems into a single master software image for your business' ThinkPad notebooks and NetVista desktops. All in all, it can save you time and money—plus it's a simpler and more efficient way to reduce the number of images for a rollout.

What's more, you'll reduce the stresses of your busy IT department—and maximize uptime—with in-house control of your imaging management. And with ImageUltra Builder, you can create a variety of image types with varying degrees of portability. Simply employ easy-to-use drag and drop tools to make the entire process simpler: one imports existing preloaded modules; another is an enhanced module builder; yet another is an image creator to create and maintain DOE and HIIT images; and finally, there's a deployment tool for creating recovery CDs, or pushing and pulling images over your network.



Migration made easier: SDA, DOE and HIIT

IBM has developed these three tools to help reduce image complexity by consolidating applications, operating systems*, languages and hardware platforms.

SDA, Software Delivery Assistant, is a software tool that allows an image to contain all the applications used within the company. Then, applications that are most appropriate for a specific user can be selectively installed. ImageUltra Builder includes SDA functionality. SDA is also available as a separate product.

DOE, Dynamic Operating Environment, allows consolidation of Microsoft® Windows® operating system variations and languages into a master image that can be selectively installed. (Only one OS and one language can be selected.)

HIIT, Hardware Independent Imaging Technology (patent pending), intelligently chooses the right hardware device drivers for HIIT-enabled ThinkPad notebook and NetVista desktop computers.

* Multiple Microsoft® operating systems may require multiple license fees.

ImageUltra Builder allows you to create 3 types of images

1. Ultraportable smart images (Full portability)

This image is based on modules provided by IBM and modules created using the ImageUltra Builder. These modules enable the customer to create Smart Images that can be used with IBM ImageUltra enabled systems.

2. Portable sysprep smart images (Semi portability)

These are images created by third-party image-cloning tools, but modified by the ImageUltra Builder to contain hooks to install application modules and device driver modules that increase portability across various hardware platforms.

3. System specific smart images (No portability)

This level of image is similar to Sysprep Smart Image, but it does not provide hooks to install additional modules. This type of Smart Image is typically limited to a single hardware platform, operating system, language or application needs.

For more information visit www.pc.ibm.com/ca/migration

Product Customization Services

These services allow you to save time and money by speeding through deployment—which starts with opening up to an IBM system that's ready to run, right out of the box. Simply customize an IBM PC and/or Intel® Processor based server with hardware and software options prior to delivery. The costs of this additional service can be included in the same financing package as your equipment lease or purchase.

Hardware and Software Installation Services

These services include the installation of IBM Options and OEM options along with device driver support into ThinkPad notebooks, NetVista and IntelliStation desktops and Servers. Hardware installation is performed with the same quality standards used to manufacture your IBM system. Software installations include operating systems, software, customer owned images and customized software settings.

Hardware Installation	
Description	Part Number
Install OBI/OEM Options	06P7495
Software Installation	
Preload Customer Image	06P7506
Hardware and Software Configuration	
Hardware Integration and image load	28P7394

Operating system/firmware/hardware settings services

While your new systems are at the IBM Advanced Fulfillment Centre, operating system/firmware/hardware settings services can customize the operating system on your new IBM computer, at either a standard or enhanced level—which can save time and money in the long run. Several items are available for customization:

- Personalize the operating system with work group name, computer name etc.
- Select a non-default partitioning scheme for the hard disk drive
- Select custom BIOS or CMOS settings
- Install a hard disk drive in a non-default bay
- Install a network card in a non-default slot
- Personalized network (IP) settings and more

Image Management Services

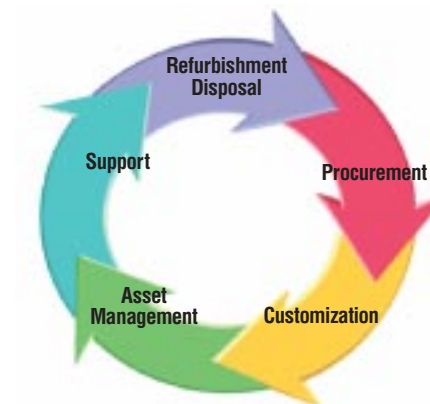
IBM Image Management Services involve the design, testing, creation and support of one or more standard workstation images for your environment. IBM can create, certify and load a software image onto an IBM PC, allowing customers to focus on their business. From image loading to image testing, this process makes PCs more stable and reliable, while ultimately improving user productivity.

CD Replication

Safeguard your custom image by backing it up, or by creating a master copy on CD or DVD for whenever you need it. (YNRECOV)

IBM can provide a CD copy of your master image at your request. Simply ask if you'd like it included with ready-to-ship systems, copies for your IT department or for any use you wish. (YNRECCD)

CD Master Creation Replication	
Description	Part Number
Recovery Master CD Creation	YNRECOV
Additional Copy of YNRECOV	YNRECCD



Asset Tagging

Asset Tags are printed labels that are affixed to your PC so you can track and manage your IT assets. Asset Tag information can include such elements as: system type model, serial number, end of lease data, identification number, bar code, customer logo, MAC address and universal unique identifier. IBM can design, create and affix these asset tags, track and report your data, and provide you with regular reports to help you manage your IT environment.

Asset Tagging	
Description	Part Number
Install simple asset tag	06P7487
Install complex asset tag	06P7488

For more information visit www.can.ibm.com/snd/solutioncentre

Distribution and Delivery Service Offerings

Overpack and bundling services

Save countless hours of labour and reduce deployment headaches with IBM Overpack and Bundling Services. Custom bundling of each system with all required options and accessories can reduce the resources required to store, separate and repack all the items for delivery to each user.

All of the required equipment such as system, monitor, printer, external drives(s), etc. can be secured in one easy-to-handle bundle for delivery to a user's office or cubicle. What's more, with small items securely sealed under shrink wrap in an end-user bundle, there's less risk of theft or loss while in storage or during the deployment process.

Custom palletization services

To further improve rollout efficiency and help reduce the labour required upon delivery to your dock, you can direct IBM to configure shipping pallets to better suit your individual situation.

Pallet size, stacking height, stacking configuration, shrink wrap and orders per pallet are all within your control. And because shipments will arrive at your dock palletized to your specs, you can reduce time spent storing, tracking, retrieving and distributing equipment.

Delivery Services

With IBM Delivery Services, you can expect accurate, accelerated shipping to your dock, door or desk—all according to your schedule. Expedite services are also available to help meet those last minute urgent requirements.

Custom Labeling Services

Custom Labeling Services offers just that: a customized shipping label. It can include the project name, end user name, and the floor and desk numbers so parcels are sent to the individual—without the extra hassle of opening it to figure out to whom the system belongs.

Distribution	
Description	Part Number
Over pack Standard (NetVista/ThinkPad)	31P4312
Over pack Enhanced (NetVista/ThinkPad)	58P8605
Custom Shipping Labeling (NetVista/ThinkPad)	58P8705
Custom Packaging Pallets (NetVista/ThinkPad)	58P8707
Shipping and Handling CPU Single Shipment	43P8683
Shipping and Handling CPU Bid to qty 100	43P8685
Shipping and Handling CPU Bid to >100	43P8686
Shipping and Handling no CPU order > \$1000	43P8688
Shipping and Handling no CPU order < \$500	43P8689
Shipping and Handling no CPU order \$500-\$1000	28P7393
Shipping and Handling no CPU order < \$75	28P7391
Shipping and Handling Monitor/Printer/Projector	43P8691
Shipping and Handling CPU and Monitor Bid	43P8692
Shipping and Handling CPU and Monitor Single	43P8694
Shipping and Handling Expedited Delivery	43P8697

ImageUltra Builder includes:

Import Tool: Used to import existing IBM preloaded modules, operating systems and applications.

Enhanced Module Builder: This component allows user-provided modules (applications and device drivers) to be integrated into the solution.

Image Creator: Allows user to create and maintain preload images using a simple drag-and-drop interface.

Deployment Tool: This is used to create the deployment diskette or CDs used to deploy ImageUltra Builder Smart Images.

ImageUltra Builder has built-in deployment tools for deploying Ultra Portable Smart Images. To deploy ImageUltra Builder Portable Sysprep or System Specific Smart Images you may need to have a valid license for the imaging tool used (in addition to the ImageUltra Builder client license) in order to deploy the Simpered Image. ImageUltra Builder has been tested with Symantec Ghost™ and Power Quest DeployCenter™.

