



Storage Made Simple - FS5200

Small Footprint. Huge Impact!

Congratulations on the purchase of your new IBM FlashSystem 5200.

This reference guide provides with you with tools and resources to help you optimize use of your new storage.



Getting Started

- Step 1: Get an IBM ID
- Step 2: Register your HW product
- Step 3: Subscribe to alerts

Documentation

Install, maintain, and use of the IBM FlashSystem 5200 system

IBM Support

Experienced IBM Technical Support agents are available to provide you with hardware support

Fix Central Provides fixes and updates for your system's machine code and firmware

Subscribe to **IBM Storage Insights** to monitor the health, capacity, and performance of your FS5200 using predictive AI-based analytics that helps identify potential issues before they become problems

Simplified expert care service and support offerings

IBM Storage Expert Care	Warranty	Basic	Advanced
IBM Spectrum Virtualize fixes, updates and new releases	1 year	Yes	Yes
IBM Support Line for guidance on installation, usage and configuration		Yes	Yes
Automated ticket management and alerting		Yes	Yes
Use of Storage Insights for collaborative problem resolution		Yes	Yes
Predictive issue resolution		Yes	Yes
Hardware service	9x5 Next Business Day, parts only*	9x5 NBD, IBM on-site	24x7 Same day, IBM on-site

*Except for parts designated as Tier 2 (optional) customer replaceable parts