

# Technical support from IBM for Brocade networking hardware



*Extend the life of your Brocade equipment for better return on investment*

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## Highlights

- Provides proactive monitoring to help improve performance
  - Offers highly skilled engineers for technical support
  - Delivers more cost-effective hardware support with well-established logistics infrastructure for parts
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As your Brocade networking equipment ages, its performance may not be as optimal as it once was. While hardware maintenance solutions from original equipment manufacturers (OEMs) can be more focused on end of life, your hardware can still perform many useful functions if you have the right support. A tailored maintenance plan can extend the life of your hardware while helping to cut your costs.

IBM Integrated Multivendor Support provides integrated third-party hardware maintenance for your Brocade networking equipment, including Foundry products. Our offering can help you optimize your return on investment by extending the life of the product. We can simplify your technical support service strategy through a single point of contact for monitoring, hardware and software technical support in a budget-friendly model so you can boost uptime and reduce your maintenance costs.

## Offering proactive monitoring to help ensure better performance

To identify problems with your Brocade director or blade, IBM's support specialists use the Brocade-provided diagnostics. Should your equipment fail, an email alert—generated by the director—can be sent to IBM, if permitted.



## Providing technical support for installed software

IBM's highly skilled support engineers can support virtually any Brocade software license regardless of level. If a software license becomes corrupted, IBM can reload the license provided you have the proper documentation. If you need a software license previously not contemplated, it can be purchased and installed on a director or switch. IBM can also advise you on switch and director usage.

## Delivering cost-effective hardware support with faster access to parts

IBM supports virtually all Brocade products as well as products manufactured by companies acquired directly or indirectly by Brocade, such as McData, Computer Network Technologies (CNT), Telenex, Computerm and Foundry. IBM uses a well-established logistics infrastructure to manage a large inventory of non-IBM parts. The parts—new, used and reconditioned—are of OEM quality and were manufactured by the OEM. IBM works with various suppliers and leasing companies throughout the globe to procure spares and verify that they meet our high standards.

## Why IBM?

IBM brings a virtually unparalleled technical support infrastructure of people, parts and technologies spanning the globe. We have invested in education and training to enable our support engineers to stay up to date in Brocade networking equipment and can support it using our established maintenance best practices developed over 50 years. We have relationships with numerous leading IT vendors so that we can serve as your single contact for products that have aged out of OEM warranty.

## For more information

To learn more about technical support from IBM for Brocade networking equipment, contact your IBM representative or IBM Business Partner, or visit the following website: [ibm.com/services/techsupport](http://ibm.com/services/techsupport)



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