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## Highlights

- Provides proactive monitoring to help improve performance
  - Offers highly skilled engineers who can differentiate between hardware and software for technical support
  - Delivers more cost-effective hardware support with well-established logistics infrastructure for parts
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# Technical support from IBM for EMC storage

*Extend the life of your EMC storage for better  
return on investment*

As your EMC storage equipment ages, its performance may not be as optimal as it once was. While hardware maintenance solutions from original equipment manufacturers (OEMs) are typically 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 help extend the life of your hardware while cutting your costs.

IBM Integrated Multivendor Support provides integrated third-party hardware maintenance for your EMC storage hardware to help you optimize your return on investment by extending the life of the product. We can simplify your technical support service strategy as your 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

IBM uses our own proprietary diagnostic tools and solutions to monitor and diagnose problems within any EMC hardware product without the use of EMC's SYMMWIN software. If an error occurs, the machine calls home to IBM, and our support engineers are able to access the disk arrays remotely to help resolve the issue.



## Providing technical support for installed software

IBM's well-trained support engineers can provide complete remedial (help desk) software support, but IBM cannot provide software updates. You will need to upgrade any firmware or microcode on your machines to the latest levels before moving support to IBM. Our support also does not include microcode, and we do not alter or improve the EMC software.

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

Our hardware support includes parts and labor to repair any hardware issues that occur as a result of a component failure. IBM uses a well-established logistics infrastructure to manage a large inventory of non-IBM parts. All parts—new, used and reconditioned—are of OEM quality and were manufactured by the OEM. IBM works with various supplier and leasing companies throughout the globe to procure spares and verify that they meet our high standards as well as the specific requirements of each site location and type of device.

## 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 help ensure our support engineers are up to date in EMC storage 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 EMC storage, contact your IBM representative or IBM Business Partner, or visit the following website: [ibm.com/services/techsupport](http://ibm.com/services/techsupport)

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: [ibm.com/financing](http://ibm.com/financing)



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