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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 a well-established logistics infrastructure for parts
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# Technical support from IBM for HP-UNIX servers

*Extend the life of your HP-UX servers for better return on investment*

As your Hewlett Packard UNIX (HP-UX) servers age, their 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 HP-UX servers. Our services 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 provide better performance

IBM's support offering includes our phone-home alerting solution, which is designed not to impact existing monitoring configurations while avoiding the need for specialized network or security changes. Virtually all aspects of an HP-UX server are monitored, including central processing units (CPUs), memory, disks, power and cooling systems, host business adapters (HBAs) and system crash events.





### Providing technical support for installed software

IBM's skilled engineers can support the HP-UX operating system (OS) software, including "how-to" and remedial-"break-fix" tasks to help resolve problems such as performance issues and crash dump analysis. IBM can also assist with updating and patching HP-UX OS software, once you have obtained the necessary updates from the OEM.

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

Our hardware support includes parts and labor to repair 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. The parts—new, used and reconditioned—are of OEM quality and have been manufactured by the OEM. IBM works with various supplier partners 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 that spans the globe. We invest in education and training so that our support engineers can stay up to date on HP-UX servers and our established maintenance best practices developed over 50 years. IBM has relationships with 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 HP-UX servers, 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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Route 100  
Somers, NY 10589

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