



Highlights

- Increase IT and user satisfaction through faster problem resolution
 - Benefit from just-in-time training
 - Quick and easy support with trained and trusted IT professionals
 - Cost effective support at your fingertips
-



Telephone Technical Support

Resolve IT problems by using your telephone — quickly and easily!

Many technical questions and issues can be resolved quickly and cost effectively with a phone call to a subject matter expert. District support staff will benefit from calling our help desk and getting answers to questions related to your platform products, networks or software. If the issue is difficult to explain or troubleshoot over the telephone, we can connect remotely to your network and work with you to resolve the problem.

IBM K-12 Subject Matter Experts — your second level support team

School districts value this offering because it effectively creates a virtual second level support for district technical staff. In addition, your staff is provided with on-going skills transfer and professional development opportunities through dialogue and interaction with IBM K-12 experienced IT architects and Subject Matter Experts (SMEs).

The IBM K-12 Help Desk Knowledgebase is also available to your IT team. Once registered, you will be able to enter you own tickets, analyze your ticket history, and peruse the knowledgebase to find a probable solution to your questions. The ticket can also be responded to by our SMEs.

The IBM K-12 Remote Support Annual Subscription provides:

- Help with 'how-to-use' questions
- Problem determination and resolution for supported products
- Assistance with software updates.
- Access to the IBM K-12 Help Desk Knowledgebase
- Toll Free 1-800 number with hours from 9:00 AM to 5:00 PM.
- Remote support via your VPN
- Support for up to two designated representatives
- Service is currently available only in English
- Annual subscription for unlimited calls.

Supported Technologies

- SchoolConnect
- LanSchool
- Printing
- Images created by IBM K-12
- Microsoft Windows
- Microsoft Server
- Microsoft Active Directory Services
- Microsoft Group Policy Objects
- Microsoft App-V
- Microsoft System Center
- VMWare
- IBM Tivoli Provisioning Manager

Annual Subscription: Unlimited usage for \$6,500.

Why IBM?

Our IBM K-12 Subject Matter Experts have extensive experience with configuring, installing and using the supported products in an educational environment. From small to very large districts, we have helped customers with a large variety of technical issues, quickly and cost-effectively.

For more information

To learn more about IBM K-12 **Telephone Technical Support**, please contact your IBM Marketing Representative. For more information on all our IBM K-12 Consulting and Professional Services, visit:
www.ibm.com/industries/education/canada-k-12-service-briefs



IBM Corporation
3600 Steeles Ave. East
Markham, ON L3R 9Z7 Canada
December 2017

IBM, the IBM logo, ibm.com and IBM K-12 are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at ibm.com/legal/copytrade.shtml



Please Recycle
