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## Highlights

- Delivers efficient hardware support with a well-established logistics infrastructure for parts
  - Gives companies a single point of contact for the maintenance of their multivendor data centers
  - Provides highly skilled certified engineers for technical support
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# Technical support services for Oracle Fujitsu equipment

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

Supporting a data center with multivendor equipment can be a challenging mission, especially as IT equipment ages, and its performance may not be as optimal as it once was. Companies aim to extend the life of their hardware at the best cost to ensure the equipment runs reliably and regain control over infrastructure support from the original equipment manufacturer (OEM).

Robust and tailored maintenance technical support from an experienced vendor with extensive resources can optimize the performance of your IT infrastructure — regardless of age — while helping better control support cost.

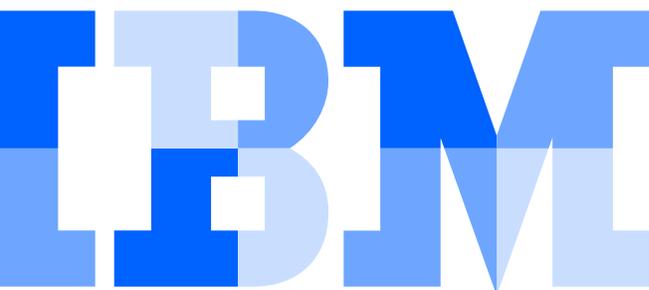
IBM® Integrated Multivendor Support (IMS) provides third-party hardware maintenance for your Oracle Fujitsu machines. With flexible support options available for your equipment, you can select the correct level to suit your support requirements.

IBM IMS provides the support for the following selected equipment:

- Fujitsu PRIMERGY servers
- Oracle Sun Blade servers
- Sun Ultra
- Sun Netra
- SPARC servers
- Sun Fire
- Sun Enterprise
- Sun StorEdge

## Delivering efficient support with faster access to parts

IBM support includes parts and labor to repair hardware issues that occur as a result of component failure. IBM uses a well-established logistics infrastructure to manage a large inventory of third-party parts. All parts — new, used and reconditioned — are of OEM quality.



IBM works with various supplier and leasing companies around the globe to procure spare parts and verify that they meet IBM's high standards, as well as the specific requirements of each site location and type of device.

### **Giving a single point of contact for the maintenance of your multivendor data center**

If you would like efficient and centralized server support, rather than dealing with multiple maintenance providers, IBM provides a unified service specifically for Oracle Fujitsu equipment. The solution gives you access to a dedicated center of excellence for remote and onsite support parts and logistics. With IBM taking care of the support requirements of your Oracle Fujitsu equipment, you can unburden your staff to focus on more strategic business priorities.

### **Providing technical support by highly skilled engineers**

IBM's knowledgeable engineers bring you the expertise you need to remain productive using your Oracle Fujitsu equipment—onsite support provided by local IBM Technical Support Services (TSS) specialists. Based on a geo-specific delivery model, IBM provides Level 1 and Level 2 remote technical support through internal IBM resources covered within the TSS centers of competence or through a third-party maintenance company (TPM). In addition, spare parts organization (SPO) specialists or SPO specialists, in conjunction with a TPM company, deliver support for parts replacement and management. If you have Oracle and Fujitsu equipment that's out of warranty, IBM can still prolong its support under the IBM IMS offering until you need to invest in new devices.

### **Why IBM?**

IBM brings you access to a virtually unparalleled technical support infrastructure of people, parts and technologies spanning the globe. Its engineers take advantage of IBM investments in education and training to stay up to date on the latest technological developments and use IBM maintenance best practices developed over 50 years to provide support for your Oracle Fujitsu equipment.

### **For more information**

To learn more about integrated multivendor support from IBM, please contact your IBM representative or IBM Business Partner, or visit [ibm.com/services/techsupport](http://ibm.com/services/techsupport).



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