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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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# Technical support from IBM for Hitachi storage hardware

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

As your Hitachi Data Systems (HDS) storage 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 HDS storage hardware (including Sun and HP rebranded). 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 ensure better performance

IBM remotely monitors Hitachi equipment that is capable of remote support with our proprietary remote monitoring system. This system requires installation of just one license in one network computer to monitor all devices in the same site and network under contract. The self-installation process is designed for ease of use and does not require a highly trained technician.



## Providing technical support for installed software

IBM's well-trained support engineers can provide complete remedial (help desk) software support—but no updates—on all of the common Hitachi storage software applications such as TrueCopy, Universal Replicator, SANtinel, Flash Access and others. This support is available on an annual software support contract, or on a time-and-material basis. Our support does not include microcode, and we do not alter or improve the Hitachi software.

## 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 were 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 span the globe. We have invested in education and training to help enable our support engineers to stay up to date in HDS storage equipment and 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 HDS storage, 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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