



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 HP 3PAR storage

Extend the life of your 3PAR storage for better return on investment

As your Hewlett Packard (HP) 3PAR 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 3PAR 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's solution provides monitoring for the health of your 3PAR storage equipment, including disks, power and cooling systems, and fibre channel ports. For any hardware problems, the solution includes a phone-home alert system that does not require any specialized network or security changes to implement. We can also assist with configuring any new data center monitoring applications to include coverage of the 3PAR devices.



Providing technical support for installed software

IBM provides well-trained support engineers to deliver ‘how to’ as well as remedial ‘break/fix’ support for your software. We can also help audit your current licensing levels and support the upgrade process once you have obtained the updates from HP. We highly recommend you upgrade the InForm software to the latest version before moving support to IBM.

Delivering cost-effective hardware support with faster access to parts

Our hardware support includes parts and labor needed 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.

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 3PAR 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 3PAR storage, contact your IBM representative or IBM Business Partner, or visit the following website: 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



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