



Highlights:

- Delivers installation, usage and configuration support for optimal use of your IBM storage products
 - Helps improve availability and operational efficiency with quick, effective issue resolution
 - Provides around-the-clock access to skilled IBM technical experts to reduce the demands on your IT staff
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Support Line for storage products

*Optimize the usage and benefits of your
IBM storage products*

As storage environments become increasingly complex, you need more than traditional hardware warranty and maintenance support. You may need installation, configuration and product usage support for your storage products to help ensure optimum availability. Relying solely on internal staff to resolve these technical issues can be an inefficient use of your resources and may result in potentially costly business disruptions or delays.

IBM Software Support Services – Support Line for storage provides comprehensive remote technical assistance to help resolve installation, configuration and usage issues of your IBM storage products. We provide you cost-effective support for rapid issue resolution, enabling you to maintain operational efficiency and system availability by reducing the impact of downtime and maintaining service consistency during peak periods. Our skilled technical experts are available 24x7 and can augment your in-house resources and help you control IT staffing requirements and costs.

Facilitating optimal use of storage products

Designed to complement your current hardware warranty and maintenance services, our service helps you optimize your IBM storage products by providing assistance for diagnostic-related storage needs. We offer remotely delivered services to help you address virtually any installation, configuration and usage issue, ranging from interpreting product documentation to complex compatibility and interoperability problems. When combined with IBM hardware warranty and maintenance, our Support Line service helps ensure comprehensive problem resolution support and coverage for your storage environment.



Enabling improved availability and reduced downtime

Support Line for storage products offers unlimited calls or problem submissions through toll-free telephone and electronic access to provide comprehensive and cost-effective technical assistance whenever you need it. Our experts can rapidly resolve issues by isolating and diagnosing their root causes, thereby helping to reduce the risk of downtime and maintain operational efficiency.

Leveraging IBM expertise for additional support capabilities

Our highly trained experts have virtually unmatched knowledge of IBM storage systems and technical expertise gained from extensive experience providing mission-critical systems support at the enterprise level. Our service leverages these specialized skills to provide you with a trusted technical support solution that is quick and cost efficient and allows your internal resources to be used more productively on other tasks.

Why IBM?

IBM has decades of experience in providing high-quality technical support to help resolve issues in complex, multiproduct IT environments. Our storage support solutions leverage IBM skills and expertise to provide quick, consistent and reliable technical support, including mission-critical support, for almost the entire range of IBM storage products.



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