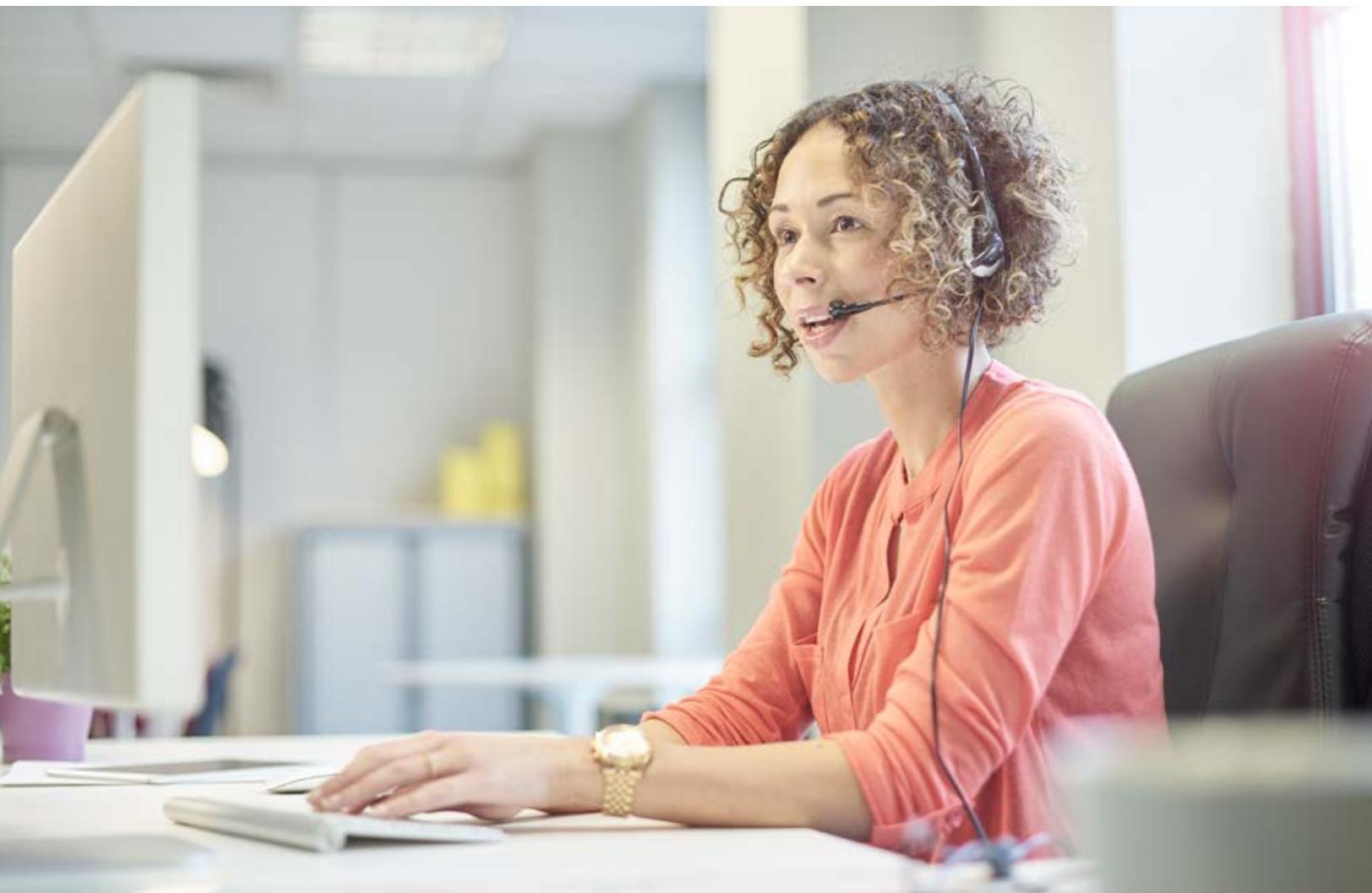


IBM Support Line for Storage Systems

Optimize the usage and availability
of your IBM Storage products



Highlights

- Facilitate optimal use of your IBM Storage products
- Help improve availability with quick, effective issue resolution
- Augment your IT staff with 24x7 access to IBM Storage technical experts

Enterprises seek to keep their devices working at their best.

As your hybrid IT environment becomes increasingly complex, you need more than traditional hardware warranty and maintenance support. You need installation, configuration and usage support for your IBM Storage products to help ensure optimal availability and performance. Relying solely on internal staff to resolve technical issues could result in an inefficient use of your IT staff and even incur costly business disruptions or delays.

IBM® Support Line for Storage Systems offers comprehensive remote technical assistance to help resolve installation, configuration and usage issues relating to your IBM Storage products. The service provides cost-effective support for rapid issue resolution, enabling you to maintain operating efficiency and system availability by reducing the impact of downtime and maintaining service consistency during peak periods. And by giving you access to skilled technical experts 24x7, IBM can augment your in-house IT staff and help you control staffing requirements and costs.

Facilitate optimal use of your IBM Storage products

Designed to complement your current IBM hardware warranty and maintenance services, IBM Support Line for Storage Systems helps you make the most of your IBM Storage products by providing assistance for diagnostic-related storage needs. We offer remotely delivered services to help you address installation, configuration and usage issues, ranging from interpreting product documentation to addressing complex compatibility and interoperability problems, helping ensure comprehensive problem resolution.

Help improve availability with quick, effective issue resolution

The service offers unlimited calls and problem submissions through toll-free phone and electronic access to provide comprehensive and cost-effective technical assistance whenever you need it. Technical experts can rapidly resolve issues by isolating and diagnosing their root causes, thereby helping reduce the risk of downtime and maintain operating efficiency.

Augment your IT staff with 24x7 access to IBM Storage technical experts

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. IBM Support Line for Storage Systems provides you with a technical support solution that is quick and cost-efficient and allows your internal IT staff to focus more on strategic business goals.

Conclusion

IBM Support Line for Storage Systems is designed to complement your IT staff by offering technical assistance to answer usage, installation and technical questions and to address product compatibility and interoperability concerns. By isolating and diagnosing problems in a timely and efficient manner, the service helps you optimize system availability and reduce costs. The service is available as a stand-alone IBM software support service or may be combined with IBM Hardware Maintenance services. With experienced technical experts addressing your IBM Storage support needs, you can concentrate on your business priorities and continue to propel your business forward.

Why IBM Technology Support Services?

IBM Technology Support Services professionals have deep expertise in the technology industry. Our experts support over 30,000 IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's demonstrated history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Support Services to keep your mission-critical systems running smoothly 24x7.

For more information

Learn about other IBM proactive services that can help accelerate your cloud adoption.

Learn more →

Talk with us →

You can also reach out to your IBM representative or IBM Business Partner for more information, or explore the IBM Technology Support Services [website](#).

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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New Orchard Road
Armonk, NY 10504

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