



IBM Technical Advisors

IBM Technical Advisors (TA) are consultants who partner with IBM Sales teams, IBM Business Partners, and IBM Support to ensure you receive the best possible experience with their IBM storage products. As a subject matter expert and trusted advisor, the TA establishes a relationship with each client and facilitates access to other IBM experts to improve the reliability and availability of their client's IT ecosystem.

Installation Assurance

First impressions are important! Your TA will ensure that each storage systems is installed with:

- Custom Installation Plan
- Recommended code or software
- Call Home enabled
- IBM Storage Insights & My Support Alerts enabled

Software Currency

Reduce operational risks by keeping your systems up to date! Your TA works with you to keep your storage systems updated to current levels of microcode and software.

Client Advocacy

Sometimes, bad things happen. Your TA coordinates with other IBM resources to facilitate solutions on your behalf.

Best Practices

Optimize the usage of your product's functionality with best practices customized for your environment.

Storage Products Supported By IBM Technical Advisors

Technical Advisors are included at no charge as part of IBM Enterprise Class Support (ECS) with the following products during the product warranty period:

- FlashSystem 9100, 3-year warranty (M/T: 9848)
- FlashSystem 9200 and 9200R, 3-year warranty (M/T: 9848)
- SAN Volume Controller (SVC), 3-year warranty (M/T: 2147)

Technical Advisors are included as part of the fee-based Enterprise Class Support offering from IBM Technical Support Services (TSS) for:

- FlashSystem 7200 (MT: 2076)

Technical Advisors are included at no charge for the following products during the product warranty period.

- IBM DS8880F, 2,3,4-year warranty (M/T: 2832/3/4 and 5332/3/4)
- IBM DS8900F, 2,3,4-year warranty (M/T: 5332/3/4)

Technical Advisor consulting may be purchased for any IBM Storage product from IBM Technical Support Services (TSS) or from IBM Systems Lab Services.

Technical Advisor coverage is NOT provided as part of any maintenance extension offering by TSS. Any extension of TA coverage must be purchased separately via a contract from TSS.

To inquire about obtaining TA consulting services, or for other inquiries related to TA, email us at: tainfo@us.ibm.com
Or visit our page at: <http://ibm.biz/ta-flashwatch>