

## IBM Total SAN Environment Support



### Highlights

- ***Provides a single contact for all components of your SANs (heterogeneous & homogenous) from server host bus adapter to storage system***
- ***Simplifies enterprise storage support, also worldwide.***
- ***Provides timely and efficient problem resolution: Support in proactive problem prevention***
- ***Optimises your internal support structures***
- ***From the family of IBM Hardware and Software Support Services***

### **Reliable support for multiple hardware and software platforms**

Around-the-clock access to information and data is of vital importance for companies of any size. IBM can help you to optimise your storage infrastructure and cost structure. In particular, IBM Total SAN Environment Support provides you with reliable support in a modular design for your SAN infrastructure, from telephone assistance and electronic service to personal onsite service.

The IBM Account Service Manager (ASM) is an attractive service allowing you to efficiently enhance your internal support structure. It can furnish rapid, reliable, and, if required, around-the-clock support for problem resolution in your complex SAN/Storage environment. This support covers all SAN components (host bus adapters, switches, directors, disks, tapes, etc.), whether from IBM or other manufacturers.

### **Individual remote assistance with one single contact to address all questions**

At low and transparent costs, the ASM reviews in the early planning stage what you need to observe when carrying out scheduled modifications in the SAN/Storage environment. Should a problem nevertheless occur, he quickly looks for a solution. If the solution requires other manufacturers to be involved, IBM co-ordinates problem resolution in co-operation with the respective companies. The ASM is available via telephone during regular IBM business hours. In critical situations IBM support is provided seven days a week, 24 hours a day.

The Account Service Manager can give assistance remote or onsite:

### Telephone based service

Via telephone the ASM:

- *Answers questions on software-related issues, installation, operation and configuration, compatibility and interoperability of products.*
- *Furnishes IBM publications for the product supported.*
- *Reviews diagnostic information to help isolate the cause of a problem*
- *Provides help through software fixes and patches for known problems.*
- *Works with other IBM functions on problem treatment and problem resolution.*
- *Isolates problems and utilises other support functions – also the support centres of other manufacturers.*

The ASM can document the SAN infrastructure in your customer profile.

The ASM can give you advice on scheduled modifications and can track the status of the problems reported. Each month you receive a report via telephone on all activities carried out for you as part of the remote assistance.

### Electronic services

You can have direct personal access to an IBM database containing

problem resolutions, procedures and tips. This allows you to analyse and resolve any problems which occur.

Your service requirements and the IBM answers are transferred electronically. If necessary, the IBM Support Centre can also dial into your system. Documents are transferred electronically. The support centre continually reviews the status of the problems you report. Furthermore, the database service assists you when looking for problem resolutions and tips, also for specific products from other manufacturers.

### IBM Account Service Manager – your personal IBM contact onsite!

This support is particularly effective as you always have a dedicated IBM expert at your side – as an integrated member of your support team. He is familiar with your specific business and system environment and can assist you efficiently when problems occur.

### For more information

To learn more about IBM Total SAN Environment Support contact for

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