

TOC**INDEX****VIEW****R14 Leveraging Service and Support to Enhance your xSeries Experience
by Stephen Hollis and Chris Jagger, IBM**

This session will enable you to sharpen your knowledge of the latest IBM design, configuration and self-help tools for the xSeries hardware and software products. These tools take you from deciding what is the right solution for you, to helping assist you in maintaining up-to-date levels of BIOS, firmware or/and software. It will also describe IBM's Web support, education offerings, warranty service, manageability tools and other services available to you. Also included is go to information for product, support or services. Learn how IBM provides industry leading service, support, configuration tools and services to meet your ever changing server environment.