Last Updated 04/27/2005

THIS COVER LETTER WILL NOT BE INCLUDED IN BP VERSION

International Business Machines Corporation

Street Address
City, State ZIP

Date

Mr. Customer Name
XXX Hospital
Street
City, State/Province Zip/Postal Code

Dear Mr. Customer:

With storage needs rising exponentially and the challenge of managing disparate systems mounting, we understand that [hospital] is looking for ways of: [customize if possible]

- Increasing application availability to support practitioners 24/7
- Improving IT productivity by simplifying the storage environment
- Utilizing storage resources more efficiently to maximize [hospital's] ROI

Our experience combined with approximately 240 IBM engagements around the world in the past year shows that the IBM TotalStorage™ SAN Volume Controller (SVC) can help you address these challenges.

Because it's a multi-vendor, open solution, IBM SVC can help leverage your existing IT investments, reduce software expenses for advanced functions, and provide the flexibility and scalability [hospital] needs to adapt quickly to continual change. By utilizing and managing your storage infrastructure more effectively, IBM SVC will lower your TCO.

IBM SVC is designed to:

- Maintain performance levels – virtually eliminating downtime and the risks and expenses associated with it
- Improve disaster recovery and business continuance capabilities securely

In the pages of the attached proposal, we'll outline how a combination of SVC used with the IBM TotalStorage DS4100 disk system can help you meet the needs and priorities you've established, and we'll describe the significant advantages it offers [hospital]. We'll also cover processes, staffing arrangements, roles and responsibilities, resource requirements, and the pricing and financing options available.

IBM SVC and the DS4100 are part of a standards-setting suite of IBM TotalStorage products that has already demonstrated industry-leading effectiveness, and we're pleased to have the opportunity of presenting it as a solution to your storage management requirements.

Thank you for asking us to submit this proposal. I look forward to reviewing it with you and will call [time frame] to schedule a time when we can speak. In the meantime, if you have immediate questions, please contact me by telephone or email: *xxxx@us.ibm.com*

Best regards,

Name
Title
Organization

IBM TotalStorage® Virtualized Storage Infrastructure

Prepared for

[hospital or client logo]

By Sales Associate

Submitted to Executive

Date 2005

Table of Contents

[Note to Rep: This is a general SVC template for hospitals. Customize to your client and industry by changing/inserting your own applicable drivers for investing in storage, references, partners, etc, where possible. Use this as a blueprint and a foundation for positioning SVC within a competitive storage disk environment.]

[Via global replace -> change all incidents of [hospital] and [hospital's] with your client's name.]

[Once your proposal is complete, please make sure all page numbers are correct in this TOC based on the case studies that you selected to include, and any changes you made to the document to meet needs for your customer's situation.]

[**How to update page numbers in the table of contents**

To update the page numbers select the table of contents above, right click, and select "Update Field" from the available options. This will update the page numbers based on the location of the Headings in the document.]

[Delete all red notes of this nature - they are here to guide you in altering the doc. Search for "[" (ctrl/f) to find the notes. GOOD LUCK!]

Executive Summary

:Business Partner: Insert your own introductory text here and edit text below if necessary. Be sure to include content on your added value here and/or in a later section.

IBM TotalStorage® SAN Volume Controller (SVC) can help you simplify your multi-vendor storage environment and maintain business continuity, applications availability, and data protection – while lowering TCO and speeding ROI.

Situation overview

Over the last few years, storage experts have projected that the IT industry demand for data storage and retrieval has expanded at compound annual rates of up to 100%. Yet while implementing systems, IBM found that many customer environments use only 30-50% of available capacity. Clearly, in terms of utilization, an effective storage strategy presents a potential cost-saving opportunity.

But the potential benefits of managed storage go much further than cost savings. They include the ability to align business service levels with the appropriate storage technology and performance. This means that, with well-managed storage, you can match the cost of storage to the value of data.

We understand that [hospital] is facing:

- Challenges in delivering quality care if current patient data isn't accessible 24/7 – and isn't properly protected with a disaster recovery plan.
- Ongoing capital expenditure to cope with increased storage demand
- Stretched IT resources seeking to manage growth across complex, fragmented systems
- Loss of productivity from business interruptions caused by systems backup and downtime
- Requirements for regulatory compliance, such as those of HIPAA

Additionally, in planning ahead, [hospital] needs to consider growing storage needs for:

- Patient information [medical, genomic, financial]
- Imaging [document, PACS]
- Laboratory and pharmacy files
- Business records [admissions, discharge, transfer]

From a departmental perspective, IBM has seen the highest storage requirements from radiology, while cardiology and pathology are poised to add to the demand.

The introduction of new imaging modalities, plus the rapid adoption of web-based referring physicians, can also alter storage requirements substantially at any time.

That's why we recommend you include flexibility and scalability as key features of your storage management solution.

Managing [hospital] storage needs with IBM SVC

The SVC products are part of the IBM TotalStorage Open Software Family, an industry-leading suite announced in 2003. It is flexible and scalable, while offering an open, cross-environment, cross-enterprise, multi-location storage solution that sets a new standard.

Since SVC became available in mid 2003, it has been implemented in over 1000 enterprises of all sizes. References are available from almost every region in the world.

SVC products simplify the multi-vendor storage environment by presenting a single, intuitive interface for managers. As a result, productivity increases, and your staff can do more with less.

Other benefits of SVC include:

- Support for continuous operations and business continuity
  Application access to data continues even during maintenance, migration, upgrade and backup. This means important patient information remains available across the network. Also, a redundant infrastructure offers cost-effective replication from one disk system to another so that data is protected.
- Better utilization of storage assets
  Data storage can be tiered hierarchically, allowing inactive data to be moved from higher- to lower-cost devices. Your IT staff can decide where data is to reside based upon its importance, instead of being constrained by its current physical location.
- "Pay as you go" scaleability and greater flexibility
  As and when [hospital] needs more storage, it can be added easily and incrementally. The open design helps you make the most of existing IT investments, while giving you freedom of choice in vendor selection in the future.

IBM's end-to-end experience with servers, storage, software, and networking, combined with expertise, helps you address infrastructure simplification issues as a whole, unlike companies whose offerings are more narrowly focused.

Based on the needs identified by [hospital] we propose a storage hardware configuration that consists of the SAN Volume Controller paired with IBM's midrange class DS4000 series storage systems.

IBM's mid-range disk systems in the IBM TotalStorage DS4000 series are capable of handling demanding workloads, deploying multiple drive types and providing advanced functions in a modular architecture. The benefit to you is a cost-effective long-term storage solution.

Enhancing ROI with SVC Products

With SVC and the DS4100 system, capital expenditure is lowered but [hospital] still obtains a high-performance, highly scalable full-fibre solution.

Because SVC products can help improve utilization and management of your current Storage Area Network (SAN) infrastructure, they provide potential business, financial and operational benefits.

- An independent review of over 200 IT managers with existing SANs showed that reducing the complexity of and centralizing management of storage into common pools has the potential for saving $44.5K per TB reduction in disk costs.

  There can be $2.6 million reduction in lost-opportunity costs due to outages stemming from the difficulty of managing storage.

  IBM Market Research: Respondents averaging 5.1 TB of SAN storage each

- Similarly, NovusCG found that the ability to virtualize storage through SVC "enables an organization to effectively manage and utilize all the storage in an enterprise while lowering the total cost of ownership (TCO) and quickly maximizing the return on investment (ROI)."

  "With an ability to virtualize storage, there is the capability for an enterprise to increase storage utilization by an average of 40%. This is storage that has been wasted by the use of traditional allocation methods"

  NovusCG, Enterprise Storage Consultants

While better storage resource management requires investment, the return on this investment has proven to be rapid for most healthcare providers. Here's how.

1. Disk utilization and the costs of storage subsystems are reduced.

- "Pay as you go" scalability controls growth expenses.
- Existing servers can be repurposed with much ease and multi-vendor storage capability lowers storage costs. You can purchase the right level of storage performance for each application system.
- [Hospital] can move data from higher-cost devices to lower-cost devices, as appropriate to the value of the data. Consolidation maximizes storage assets.
- You can apply a single license for advanced functions across an entire storage pool, which can reduce your software costs significantly.

2. Administrative personnel are able to be more productive so you can accomplish more with fewer resources.
   - SVC provides a common way to manage different disk systems, reducing training needs and potential chances for errors.
   - SVC provides a single interface for management functions.

3. Information access and system availability is heightened.
   - Application availability is improved because planned and unplanned outages of access to data are reduced.
   - Fault tolerance and overall flexibility of the data infrastructure is improved.
   - SVC helps eliminate application downtime caused by backup. Critical applications can be kept running.

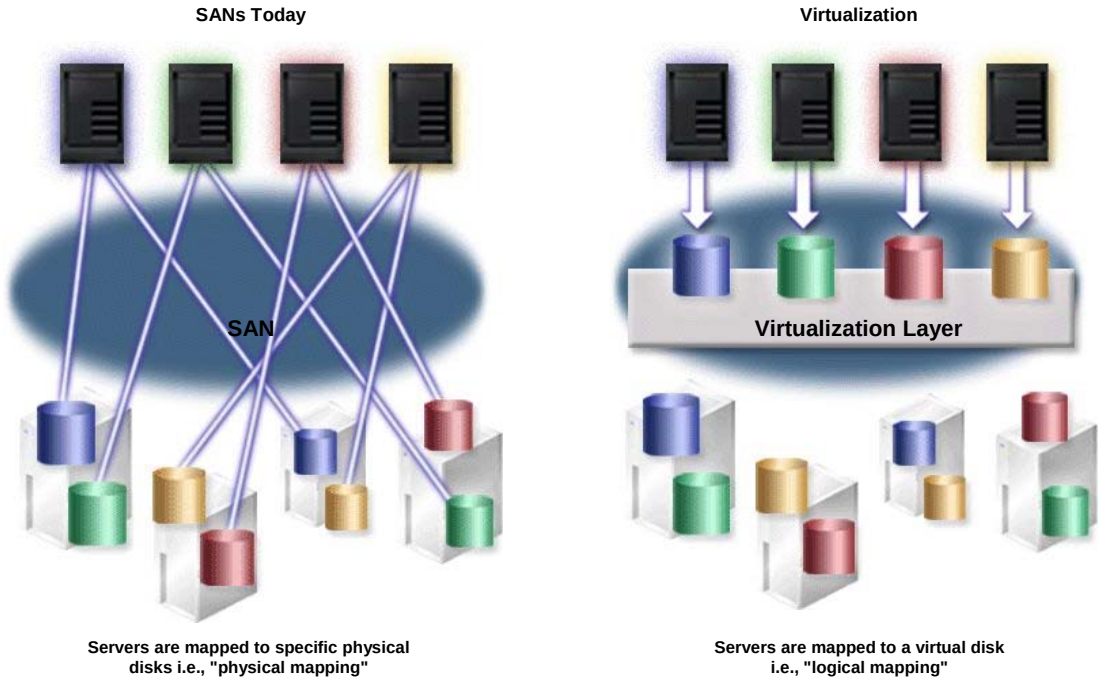
Highlights of the IBM SVC architecture

Using virtualization technology, SVC products help deliver the flexibility of an on demand environment. SVC products separate servers from the physical aspects of storage. So instead of having different storage “boxes” that must be managed independently, there’s one central pool of storage for applications. This can help simplify the environment and let [hospital] balance utilization over all storage devices to improve resource utilization and lower expenses.

> ***Storage virtualization refers to pooling physical storage across several networked devices so any server can access data in the pool and it can be centrally managed.***
>
> ***Byte and Switch, October 2004***

SAN Volume Controller can combine the capacity from multiple disk arrays from different vendors into a single reservoir of storage, enabling you to manage all your disk capacity as a single pool of storage. This can help reduce or eliminate separate islands of storage capacity, allowing you to use your current assets better and potentially reduce your future storage needs. SVC applies copy services across all the storage it manages and you only pay for the capacity you are copying or replicating, not the entire managed capacity. This also helps reduce the cost of complying with HIPAA regulations that require you to keep copies of patient records and digital content.

Simplifying storage management



You can integrate your current storage hardware without limiting options for future storage requirements. SVC offers interoperability across platforms, systems, networks and devices such as:

Server connections			
AIX	Windows NT	Windows 2000	Windows 2003
Red Hat Linux	Solaris	HP-UX	Netware
Storage Area Network Switches			
Brocade	Cisco	CNT/INRange	McData
Storage Arrays			
IBM Enterprise Storage Server (ESS) and DS4000, DS6000, DS8000 Series			
HDS Lightning and Thunder		EMC Symmetrix (DMX) and CLARiiON (CX)	
HP MA8000 and EMA		HP XP 48 / 128 / 512 / 1024	

For a complete list of supported components and systems please refer to: *http://www.ibm.com/storage/support/2145*

Some other virtualization architectures cannot improve the performance of the storage subsystems behind them. They are limited to the performance capabilities of the individual subsystems. IBM SVC products can help improve the apparent performance of the attached subsystems.

Users need not install solution-specific drivers or hardware-assist adapters on the hosts, which can help reduce disruption minimizes to a server configuration.

Implementing advanced functions with some other architectures is complex. Because these other architectures typically have no central cache, operations such as a point-in-time copying require so much processing that they may actually degrade the performance of the solution.

SVC creates an insulation layer between the hosts and the disk storage infrastructure that enables you to make changes to the infrastructure without impacting the applications running on the hosts.

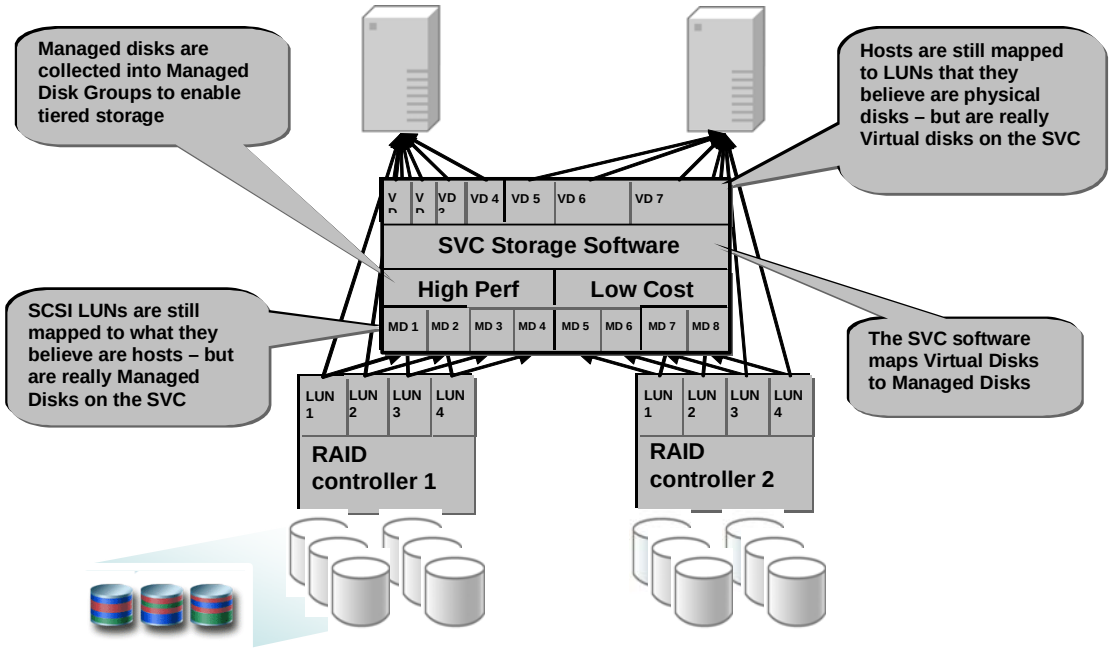
Designed for advanced functionality

- Architected to allow linear scalability of a storage pool by adding SVC node pairs
- Read-and-write caching helped to accelerate performance & reduce lag in the data path
- Integrated failover software for all supported hosts
- Auto-detection of new storage without reboot

How it works

Using virtualization technology, SVC creates an insulation layer between the hosts and the disk storage infrastructure that enables you to make changes to the infrastructure without impacting the applications running on the hosts. So you can remove old disk arrays, add new ones; add disks to an existing disk array and allocate it to the application; even upgrade the software on the SVC storage engines, all without disrupting the applications from accessing the data they need.

SVC is software running on redundant storage servers (called an appliance). The SCSI LUNs on the disk arrays still believe they are assigned to the hosts but they are actually assigned to managed disks in the SVC software. The hosts still believe they are using the SCSI LUNs on the disk arrays but they are actually using virtual disks assigned by SVC. The SVC software creates and controls the mapping between the virtual disks and the managed disks.



SVC enables changes to the physical infrastructure without impacting the applications running on the hosts.

Because SVC controls the relationships between the hosts and their data, it can deliver considerable additional benefits. One important benefit is performance. SVC uses high performance IBM eServer® xSeries servers for its storage engines; each with 4GB of memory which SVC uses as cache. Combine this power with SVC's sophisticated caching algorithms and it can actually help improve the aggregate performance of the storage to the host applications. This is particularly useful when SVC is managing older disk arrays or disk arrays with small cache sizes.

IBM has been in the storage business for over 50 years and this experience was applied to the design of SVC. SVC was designed with the resiliency of a disk storage controller, complete with high availability characteristics. SVC uses the memory in the storage engines for mirrored cache and mirrors every

read or write between its nodes. Uninterruptible Power Supplies (UPSs) back up the cache to help protect against data loss, even if the power is lost. SVC uses the Subsystem Device Driver (SDD) as the multi-pathing driver for the host servers.

Simple and effective use of copy services

Using copy services more simply and effectively is another benefit SVC delivers. Because SVC controls the storage volume relationships between the host and the storage, it can apply functions across all the storage it manages. This eliminates the requirement for point-in-time copies or replications to be applied only between like arrays or within the same array. This enables a tiered storage environment where you can match the cost of the storage to the value of the data. Replicating data can also benefit from this capability. You can replicate from one class of storage across distances to another class of storage and between disk arrays from different vendors, including EMC, HP and HDS.

We have briefly explained SVC; how it works and highlighted the benefits this exciting new technology can bring to your business. SVC can help you use your assets more efficiently; which is simpler and can save you money. It enables you to change your physical infrastructure without disrupting your patient information applications. Managing your storage from a single interface is easier for your administrators, which frees them up for more productive activities. And implementing copy services across all the managed storage is much simpler and less costly.

SVC and the TotalStorage DS4000 Series

The IBM TotalStorage DS4000 series combined with SVC offers a solid foundation to handle both the capacity and disk size requirements you need to address [hospital's] explosive storage growth requirements and demanding I/O workloads. Your most important data is protected while optimizing storage cost. On different disk systems, including disk systems including your [SALES REPS ADD THE EXISTING DISK], SVC enables the ability to consolidate the environment into a single interface as a single whole virtual disk.

SVC allows a wide range of storage systems to be virtualized. For supported environments, it helps you to integrate existing capacity and manage it together with your existing environment.

You can realize the benefits SVC delivers within your heterogeneous environment and extend this by adding less expensive storage. The DS4100 provides high quality additional capacity for an affordable cost.

For supported environments, SVC integrates your existing capacity with the new DS4100 capacity into a single reservoir of storage that can be managed from a central point.

Snapshot of the DS4100

The DS4100 series is designed to provide affordable and economical way to store data that is not needed as often as your mission critical data, but needs to be referenced often enough so that slower or older storage is inappropriate. DS4100 provides flexible storage in a complete package. Your most important data is protected without storage waste.

The DS4100 offers you an industry-standard, highly available, high-performance storage solution that scales in capacity and performance used in conjunction with SVC.

The DS4100 delivers attractive disk performance and reliability for demanding applications in data-intensive computing environments. It is designed to offer investment protection with advanced functions and flexible features.

- Designed to offer up to 28TB of Serial ATA (SATA) physical disk storage
- Supports storage expansion of up to 112 SATA disk drives.
- Support for high availability environments with features designed to avoid single points of failure.
- Can help improve service response time with automated alerts from the optional DS4100 Service Alert feature

DS4100 deployed within your infrastructure can help provide a flexible foundation that can grow in both capacity and performance without disrupting the applications running on the servers. Its dynamic functions provide truly unique flexibility, enabling a number of administrative functions to take place without application disruption.

The DS4100 offers the price, flexibility and value added features help to lower your total cost of ownership as well as a viable platform for large-scale storage consolidation encompassing multiple hosts and applications. .

In terms of interoperability the DS4100 and SVC both support the SNIA SMI-S open management interface. This means that IBM storage hardware and software can be managed by SMI-S compliant management tools, such as the IBM TotalStorage Productivity Center.

Reliability and redundancy

IBM incorporates a fault tolerant hardware design where major hardware elements – such as disk drives, controllers, data paths, logic components, power supplies, and cache – are redundant. Error detection and correction facilities continuously help protect the integrity of your data.

For example, while your applications are still running, disk capacity can be added. Customizations to the configuration, such as defining logical disk volumes and assigning and reassigning them to various host computers, can be made dynamically.

Safelite Autoglass installed SVC for use with multiple IBM enterprise and midtier storage systems to implement a lower cost multi-tiered storage infrastructure under a single management application platform

On demand scalability

In terms of meeting [hospital's] current and future growth requirements, IBM's TotalStorage family is designed to deliver "On Demand" scalability. This has two aspects to it: flexibility to quickly adapt to change and scalability to satisfy growth. When used in conjunction with SVC, all members of the DS4000 series are field upgradeable from the base model to the top-end model, providing asset protection unmatched in the industry today.

Business continuance

A comprehensive approach to delivering continuous access to data requires more than just hardware redundancy and support for concurrent system changes. Advanced features in the IBM storage systems can help boost data availability during day-to-day operations, as well as during unanticipated events.

With SVC and DS4100 IBM offers a remote copy function to help address needs ranging from business continuance following a physical disaster, to planned data center migrations. This remote copy functional capability provides data protection by making a second copy of the data to a storage system at a remote site.

Implementation and Pricing

For :Business Partner: As an authorized IBM Business Partner, **COMPANY** can offer the following:

[This is a placeholder, please put in appropriate implementation and team member options per your deal specifications.]

IBM Implementation Services for SVC is designed to assist customers in the planning, installation and configuration of storage and SAN fabric environments including virtualization solutions. When contracting for this implementation service, you can benefit from IBM's years of experience installing hardware and software. IBM will help plan and configure the installation and, after the equipment is installed, IBM will complete the job with verification testing. This service will help you keep your resources focused on your day-to-day business.

Key benefits to teaming with IBM for your implementation include:

- ***Professional, fast and cost-effective installation and configuration***
- ***Complete installation record for future reference***
- ***Freedom to concentrate on business-critical activities***

IBM Implementation Service Descriptions

General roles and responsibilities are outlined below for implementing SVC with your DS4000 series products.

The IBM Implementation Services for SVC can provide:

- Configure up to two (2) SVCs;
- Help with the connection of up to two (2) host systems;
- Configure up to three (3) virtual logical units numbers (LUNs) per host
- Test that data can be written and read to each virtual drive;
- Provide basic skills instruction for up to two (2) of your designated technical personnel.

The IBM Implementation Services for DS4000 series products can provide:

- Configuring storage units
- Installing controllers into a rack
- Installing additional storage units

IBM Team Roles

Project Executive /Transition Manager

The IBM Project Executive (PE) has full performance responsibilities along with the authority to bring to bear the IBM resources necessary to fulfill those responsibilities. The Project Executive owns the overall contract and statement of work and is the primary contact point for [hospital] in contract-related matters including the building and execution of a transition plan.

Project Manager, Support, Process, Platform and Team Leaders

The Project Manager (PM) and other members such as support, process and team leaders work closely with the Project Executive and the Delivery Project Executive to evaluate how well customers' expectations are being met for on-site and technical support. They are actively involved in overseeing day-to-day tasks.

IT Specialist

The IT Specialist is the person who performs the tasks described in the service description provided above. If the SVC and/or DS4000 series product implementation services are part of a larger project, then the IT Specialist will take work-scheduling direction from the assigned Project Manager.

Pricing

[Reps this is a placeholder, please put in appropriate pricing and options]

Option	Cost
SAN Volume Controller with 4GB of memory per node. Two node pair. Four connections per node from the SVC to the SAN. Flashcopy for 4TB, no PPRC. SVC to support 8TB of storage.	$
DS4100. 4TB of storage RAID-5. 2 Hot Spare Drives. All Drives 250GB. Four connections from the DS4100 to the SAN.	$
IGS SVC Implementation Services Base Offering Price includes 5 days of services	$
Total	$

Notes

The above estimate and solution description is based on our understanding to date of [hospital] requirements. Solution confirmation is required to determine the final price.

IBM Case Studies

IBM has a long and successful history in the healthcare industry and has the distinction today of being the largest technology and services provider in the sector.

[Reps please select 1-2 case studies from below or for other industries follow the layout provided here to document your stories.]

St. Anthony's Medical Center

IBM has a long history of helping the healthcare industry address its information needs. At St. Anthony's, IBM helped the medical center transition smoothly from operating as a member of a larger healthcare organization to operating as an independent hospital with its own IT infrastructure. Afterward, administrators began investigating new ways to use technology to improve patient care. Imaging, in particular, stood out as an area that could benefit from automation, and St. Anthony's built upon the relationship it had developed with IBM during the decision-making process about implementing PACS.

After evaluating PACS software from four providers, the hospital selected a General Electric (GE) PACS system that would integrate readily with modalities already used in the radiology department. However, the hospital chose to retain its existing storage infrastructure, which required GE to integrate the Sun servers used to run the PACS software with St. Anthony's McDATA Director, a IBM TotalStorage Enterprise Server and IBM TotalStorage Enterprise Tape Library 3494.

This integration enabled the hospital to leverage its current IT investments without purchasing additional equipment or changing its disaster recovery plans to accommodate new platforms.

> ***"IBM drew on decades of experience in the medical imaging industry to help give us a clear picture of what we could expect. That perspective, that depth of experience, really helped us to plan appropriately."***
>
> ***Rick Fazold, manager of information services, St. Anthony's***

IBM's support for open standards contributed to the success of the heterogeneous installation. By providing a common "language" through which storage systems and applications from multiple vendors could communicate with each other, open standards helped facilitate integration of each component and help boost manageability across the system.

> ***"Companies are becoming more sophisticated about the PACS products they're purchasing. To meet cost constraints, organizations often opt to use components from several vendors to create the complete system. During our evaluation process, we found it extremely valuable that IBM was able to team with us to create the***

multi-vendor infrastructure we felt would best meet our needs."

Rick Fazold, manager of information services, St. Anthony's

The University of Pittsburgh Medical Center

UPMC needed a solution to implement a cost-effective digital image and information system that would make medical images and relevant patient information immediately available to radiologists and clinicians across 20 UPMC hospitals and clinics.

Until recently, UPMC stored patient images on a PACS solution that required expensive viewing stations. Images had to be printed to film and sent by courier to other locations, some as far as 90 miles away.

Faced with an information bottleneck, UPMC selected a picture archival communication system from Stentor, Inc., providing diagnostic-quality pictures available online at any location, even through a Web browser.

The computer systems that host Stentor's service are critical to the company's business. Because Stentor provides PACS on a service provider model, Stentor often owns the equipment. After researching potential vendors, Stentor chose IBM.

"The scalability, reliability and cost-effectiveness of IBM products and services have helped Stentor meet the imaging needs of healthcare institutions. As a result, we are positioned to meet our goal of 99.9999 percent availability."

Mark Reis, Account Executive, Stentor, Inc.

The Stentor/IBM system has not only helped improve the PACS availability, but it also has reduced much of the cost of printed film. UPMC estimates that at the main campus alone, $5 million per year has been saved in processing, storing and delivering CT and MRI scans compared with the previous system.

"We are very pleased with the results so far and are confident that the Stentor system can handle our demanding requirements as we expand in the future."

Dan Drawburgh, CIO, UPMC

LibertyHealth of New Jersey

LibertyHealth of New Jersey is the parent, not-for-profit governing organization of eight healthcare subsidiaries, including the Jersey City Medical Center and two other hospitals. The three hospitals have a combined annual operating budget of $380 million and a full-time equivalent staff of 2,500. They admit 27,000 patients and deliver more than 250,000 outpatient contacts annually.

To address problems of outdated facilities and lack of data storage space, LibertyHealth's Radiology and Information Services departments formed a PACS search committee that contacted all major PACS providers.

LibertyHealth selected the Intelligent Visual Medical System (IVMS) solution from Emageon, a suite of products and services that allows physicians and healthcare professionals to manage, access and visualize medical information from several specialties across an entire enterprise. This capability is delivered through Emageon's Enterprise Platform, which consists of IBM high-performance, high-availability hardware and middleware that are scaled from single medical imaging centers to large, multi-hospital groups such as LibertyHealth and integrated delivery networks (IDNs).

According to K. Thomas Pickard, marketing vice president at Emageon, the company chose to become an IBM Business Partner for three key reasons:

> ***IBM is a recognized leader in the information technology market place. "IBM is perhaps one of the best known business brands in the world, " he said.***
>
> ***In the healthcare industry, IBM is a leader in industry experience, IT platforms and consulting services. "IBM is expanding its healthcare presence, especially in the medical imaging area."***
>
> ***Emageon shares IBM's commitment to open standards-based solutions. "IBM's hardware product line – including the servers, storage, tape systems and workstations we use in our solutions is comprehensive."***

VKHBG

VKHBG – an Austrian hospital consortium delivering infrastructure services to some 1,600 patient beds – needed to digitize film- and paper-based archives for medical records in each hospital. SVC was used to create a reliable central store for medical images and patient data, enabling hospital staff to access information quickly.

The solution helps reduce the need for repeated medical investigations and paves the way for tele-medical conferences.

> ***"With the massive volume of data being generated daily, we needed a solution to support our growing storage needs which would be easy to manage. The ability to rationalize our infrastructure and to move to virtualized storage was a significant factor in our choice of the IBM TotalStorage SVC solution. Furthermore, IBM is able to provide comprehensive support round the clock, helping us to ensure the data is always available when it is needed"***
>
> ***Ingo Senft, IT Manager, VKHBG***

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This Proposal is made with the understanding that the terms and conditions of the IBM Customer Agreement or equivalent IBM agreement between us, along with its applicable Attachments and Transaction Documents, will govern any ensuing transaction. If no IBM agreement is in effect at this time, IBM and [hospital] will mutually agree on a set of terms and conditions which will govern any ensuing set of transactions.

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