



# IBM Remote Technical Support Services

## Enhanced Technical Support

### Highlights

- **Offers an integrated approach for solving problems in multi-product and multi-vendor IT environments across hardware and software**
- **Delivers a rapid response – typically within 30 minutes for critical ‘severity one’ problems**
- **Offers proactive advice and guidance to pre-empt problems before they arise**
- **Provides a dedicated Account Advocate Team which can respond to your individual requirements**
- **Enables timely access to the expertise and global knowledge pool of IBM**

Today’s businesses are under more pressure than ever before. You need to retain your competitive edge in a fast-changing marketplace by delivering effectively managed IT services around-the-clock.

You need an IT infrastructure you can rely on. But enterprise systems are becoming increasingly complex and resources are finite. Trying to manage multi-product and multi-vendor environments is a major challenge – let alone trying to pinpoint the problem when something goes wrong.

In a critical situation, IT downtime can cost your business dearly. Worryingly, 40 percent of companies that experience a disaster go out of business within five years.\*

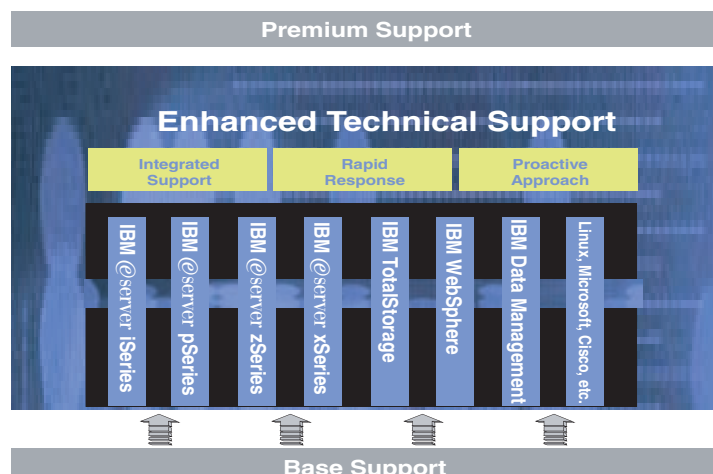
### The solution

IBM has an offering which adds to our current technical support portfolio. Our Enhanced Technical Support (ETS) offers access to the wealth of expertise from IBM, and provides timely and efficient problem resolution in complex, heterogenous IT environments.

The ETS response helps to improve business continuity and contributes to protect service levels provided to internal and external customers.

What we can offer:

- *Faster response time for problem resolution – typically within 30 minutes for ‘severity one’ issues.*
- *Proactive, customer focused support provided by a member of the Account Advocate Team who knows and understands your IT environment.*



- *IBM will interpret and advise you on a variety of preventative reports, helping you to pre-empt problems and minimise disruption.*
- *IBM will appoint a Critical Situation Manager if a 'severity one' problem occurs who will manage overall problem resolution and ensure highly effective communication.*
- *Integrated support across all common IT infrastructure including IBM @server and TotalStorage platforms, IBM Middleware and strategic OEM products (e.g. Linux, Microsoft®, Cisco).*
- *Onsite software support will be offered if a 'severity one' problem cannot be solved remotely.*
- *Access to the cross-EMEA (Europe Middle East Africa) knowledge pool of support centre engineers with direct access to worldwide laboratories.*
- *A co-ordinated support service to reduce cost by optimising availability and preventing any unplanned disruptions.*
- *Consistent service level throughout EMEA.*

### **Superior support from the leader in high availability services**

The resilience of your infrastructure is paramount. It is therefore crucial to find a technology and service partner who understands your needs, responds effectively and provides assistance so downtime is kept to a minimum. Pre-empting problems proactively by your partner enables you to concentrate on your core business processes.

IBM Enhanced Technical Support delivers the proactive, end-to-end IT support your company needs to succeed in the era of business on demand. Additionally, we can offer *Premium Support*: any customer tailored support level according to your individual requirements.

### **IBM – the trusted name in IT support**

Across EMEA, IBM is number one\*\* when it comes to customer satisfaction on hardware and software support, and via the IBM Knowledge Network we can offer the combined expertise of 175,000 IT professionals.

### **For more information**

To learn more about IBM Global Services contact your IBM sales representative or visit:

**ibm.com/services/uk**

**ibm.com/services/ie**

**ibm.com/services/nl**

**ibm.com/services/za**



### **IBM United Kingdom Limited**

PO Box 41  
North Harbour  
Portsmouth  
Hampshire  
PO6 3AU

Tel: 0870 010 2503

**ibm.com/services/uk**

### **IBM Ireland Limited**

Oldbrook House  
24-32 Pembroke Road  
Dublin 4

Tel: 1890 200 392

**ibm.com/services/ie**

### **IBM Nederland N.V.**

Postbus 9999  
1006 CE Amsterdam

Tel: 020 513 5151

**ibm.com/services/nl**

### **IBM South Africa Limited**

Private Bag X9907  
Sandhurst  
2196  
South Africa

Tel: 0800 130 130

**ibm.com/services/za**

UK company-wide registration to ISO9001. Certificate number FM 92089.

The IBM home page can be found at **ibm.com**

IBM, the IBM logo, the e logo, eServer, iSeries, pSeries, TotalStorage, WebSphere and xSeries are trademarks of International Business Machines Corporation in the United States, other countries, or both.

Microsoft, is a trademark of Microsoft Corporation in the United States, other countries, or both.

Other company, product and service names may be trademarks, or service marks of others.

\* Source: Gartner

\*\* TNS Intersearch 2002

References in this publication to IBM products, programs or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM product, program or service is not intended to imply that only IBM's product, program or service may be used. Any functionally equivalent product, program or service may be used instead.

This publication is for general guidance only.

© Copyright IBM Corporation 2003  
All Rights Reserved.