



IBM Operational Support Services – Support Line

Highlights

- ***Enables you to tailor remote software support***
- ***Provides consistent, high-quality, cross-platform technical support***
- ***Helps you get fast and accurate problem resolution***
- ***Supplements your internal staff with skilled IBM specialists***
- ***Provides a worldwide software licensing program***
- ***Offers options for enhanced support coverage***

Capitalizing on the vast IBM software knowledge network

When it comes to managing today's complex and varied IT environments, businesses demand fast, accurate answers to a wide array of IT issues to keep their businesses running effectively. Remote technical support offers companies the depth of knowledge and experience necessary for managing multivendor, multiplatform IT environments. IBM Operational Support Services – Support Line is a consistent source of remote technical support for IBM and other select multivendor software.

With toll-free telephone and electronic access (where available), Support Line is designed to provide:

- *Answers to your usage and installation questions*
- *Answers to your product compatibility and interoperability questions*
- *Interpretation of product documentation*
- *Diagnostic information reviews that isolate the root cause of problems*

- *Configuration samples*
- *IBM and other vendor database searches*
- *Planning of software fixes*
- *Defect support for software support groups.*

Support Line covers popular operating systems, middleware and software applications. It can help you manage a full array of multivendor, multiplatform software, including:

- *IBM System x™ platform*
- *Linux® operating system and Linux clusters, including Linux subscription*
- *VMware*
- *Disk and tape systems*
- *Storage area networks (SAN) and network attached storage (NAS) systems*
- *Microsoft® products.*

For a complete list of supported products, please visit:

ibm.com/services/sl/products

One-stop remote software support for accurate and fast responses

Support Line is your one-stop source for remote software support and prompt answers to operational problems. You can:

- *Report a software problem knowing that it will be followed through to resolution*
- *Work with a team familiar with your unique environment*
- *Obtain cross-platform help within IBM and with other vendors' software.*

Flexible support options that fit your business need

Support Line is a creative packaging concept that offers you an easy and flexible way to buy software support customized to meet your specific requirements. Basic software support is available for one or more operating systems, or you can select the enterprise configuration, which includes all eligible support groups that are part of your business systems environment. With the enterprise option, upgrades and changes are included.

Support Line offers coverage Monday through Friday, from 8:00 a.m. to 5:00 p.m. (local time zone). If you require support beyond these hours, IBM offers extended and full-shift coverage around the clock for an additional fee.

Account Advocate and Enhanced Technical Support expand scope and services

IBM Operational Support Services – Account Advocate offers direct access to a dedicated technical team that is already familiar with your IT environment, improving problem reporting efficiency and reducing response times. Account Advocate is designed to quickly drive issues to resolution and reduce their impact on your business.

Enhanced Technical Support offers proactive assistance with problem prevention, supplementing the problem resolution capabilities provided by Account Advocate. Designed to help you avoid the cost and business impacts of potential IT issues, Enhanced Technical Support helps ensure that you have the information you need to make timely maintenance decisions and maintain your IT environment at peak efficiency.

For more information

For more information about IBM Operational Support Services – Support Line or IBM Global Services, contact your IBM sales representative or IBM Business Partner, or visit:

ibm.com/services



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