



IBM Solution Support Services for Virtual Client Solution – System x

Highlights

- ***Helps simplify management of multivendor virtual client environments***
- ***Provides highly skilled problem management***
- ***Helps improve productivity of in-house staff***

Dealing with complex multivendor environments

Like so many other organizations today, does yours use a combination of hardware and software from IBM and other vendors? Is managing your multivendor environment challenging and time-consuming? Are your employees spending time on problem management rather than their core responsibilities?

If so, IBM Solution Support Services for Virtual Client Solution – System x provides comprehensive solution support for your IBM Virtual Client Solution for IBM System x™ servers—including IBM hardware, software, middleware and operating systems; certain original equipment manufacturer technology; and certain independent software vendor applications. The goal is to help save you time and aggravation with IBM's customized support plan,

initial problem determination, problem coordination and ownership, and backend integration support. You can take a deep breath, knowing that your issues—from beginning to end—are being handled by skilled professionals.

Simplifying virtual client solution management

If you use multiple hardware and software vendors, things can get quite complex. IBM Solution Support Services for Virtual Client Solution – System x offers you a single point of entry for resolving multivendor problems. Using this service not only helps you simplify multivendor problem management but also provides you with backend integration support. This helps improve the overall reliability of your virtual client solution environment—and clearly, reducing your downtime can have a positive effect on your business operations.



Providing world-class problem management

With IBM Solution Support Services for Virtual Client Solution – System x, comprehensive support is just a phone call away. IBM solution support experts can remotely determine the initial problem, then contact the vendor through your existing service contract. IBM's remote problem management includes determining the problem, coordinating service personnel, maintaining an overall solution status view when problem resolution is underway, and keeping you informed of problem status. We monitor the problem through to its resolution—so you don't have to.

Helping to improve the productivity of internal resources

IBM Solution Support Services for Virtual Client Solution – System x provides direct access to trained IBM software and hardware experts for problem determination and resolution at the solution level, rather than at the individual point-product level.

IBM's technical expertise across the entire virtual client environment helps resolve problems faster, so your internal staff members can focus on core business issues.

Why IBM?

With our virtually unparalleled breadth and depth of support expertise, our worldwide support centers and our key strategic relationships with major software and equipment vendors, IBM is the clear choice for helping to simplify the management of your virtual client environment.

For more information

To learn more about IBM Solution Support Services for Virtual Client Solution – System x, contact your IBM representative or IBM Business Partner, or visit:

ibm.com/services/maintenance

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