IBM Enhanced Software Support Services:
IMPROVE SYSTEM AVAILABILITY AND CONTROL COSTS

In today's world, the multivendor system environment has become commonplace as businesses opt for the right solutions for their needs. Rarely, does one vendor meet all requirements. At the same time, operations budgets are shrinking and the business is demanding high system availability.

Manage your multivendor environment with efficiency, high reliability and reduced cost.

Up to 20%
reduction in IT operating costs when you streamline your support through a single point of contact

Source: IBM Global Technology Services

30 to 40%
reduction in contract management costs with an IBM Integrated Multivendor Support implementation

Source: Clear Technologies

Mainline and IBM have teamed together for over 30 years to deliver solutions to our customers that help improve their business efficiency. IBM Enhanced Software Support Services helps reduce the costs associated with supporting a complex IT environment, while helping to keep your systems running at peak efficiency, with your own dedicated team of IBM experts.

Choose your ideal IBM Enhanced Software Support Services solution:

Account Advocate
A premium remote support service, features a single source technical support interface for remote support for Power Systems, System i, System x, non-IBM Intel servers and IBM storage devices.
- Personalized problem management for your software support problems
- A single source of support throughout problem resolution for operating system problems
- Operating system problem escalation assistance
- Cross-platform assistance through interfacing with other IBM departments
- Provides help determining problems and involving other support resources

Proactive Support
Customized, personalized support to help cost-effectively manage your increasingly complex IT infrastructure for peak performance-plus an assigned technical solutions manager who can provide proactive advice to help prevent performance problems.
- Provides a menu of service support options
- Speeds access to highly skilled, dedicated support teams through a single point of entry
- Helps anticipate and prevent problems through proactive advice on new applications and technologies

Enhanced Technical Support
An integrated, proactive approach for multi-product/multi-vendor environments to improving system availability, staff productivity and controlling costs.
- Designated technical team for your organization
- Automated analytical tools and processes
- Committed response time
- Critical situation management
- Integrated, cross-brand and cross-platform support

Advantages of IBM Enhanced Support Services
- Improve availability
- Reduce cost
- Improve performance
- Cross platform assistance
- Speedier problem resolution
- Allow staff to focus on business initiatives

IBM Platinum Business Partner

To learn more, call us toll-free at 866.490.MAIN(6246) or speak with your Mainline Account Executive.