

Sales and Services: A Winning Combination

IBM's Services for e-business operating systems solutions (e-boss) has a single mission: to provide expert professional services to customers worldwide. In cooperation with IBM Global Services and business partners, Services for e-boss offers a wide variety of assistance to customers to help them achieve important goals in their transition to e-business. We realize that every enterprise has different needs relating to hardware and applications as well as staff. For that reason, Services for e-boss works with each individual customer to determine those needs and customize the best and most efficient solution.

As we continue to work with customers, we've come to recognize that they need particular services to assist them. That understanding has led us to develop a full line of services to aid our customers in reaching their objectives, and help attain them in a most profitable way. A description of our portfolio of services follows. For additional information, check out our URL at <http://www.ibm.com/software/os/warp/services>.

Customized Product Enhancement

IBM's Services for e-boss takes special pride in tailoring systems for each individual customer. If a customer requires a new function unique to their system software environment, we can create and install the needed software enhancements and then test them against a private build line prepared and maintained just for them.

For more information about Customized Product Enhancement, you can contact us via e-mail. In Canada, EMEA, and Latin America: quigley@us.ibm.com. In Asia Pacific and the United States: sterrett@us.ibm.com.

Enterprise Support Project Manager (ESPM)

The ESPM works with a customer as an integral member of their team. As part of an integrated network within IBM, the ESPM has the ability to monitor reported problems while accessing expert assistance from any of IBM's software specialists worldwide. The ESPM assists customers with direct participation in their problem management process, with the client/server environment as its primary focus.

While monitoring problems, the ESPM works with the customer's delegated "primary contact" to establish the appropriate priority for each problem, and maintains focus on those problems according to the customer's needs and schedules. This close working relationship with the primary contact helps ensure effective and efficient communication and assists the ESPM in

developing an in-depth knowledge of the customer's technical support needs, projects and schedules. This two-way relationship facilitates a positive and productive relationship benefiting both the customer and IBM.

The many services of ESPM include: coordination of problem response; IBM support efforts with customer schedules; evaluation and recommendation for improvements; periodic status reviews; help for urgent problems; interfacing with Original Equipment Manufacturers (OEM) external to IBM; and setting up telephone conferences between IBM product development team, support functions, and the customer as required. The ESPM makes recommendations to help the customer choose a proper solution to meet their needs.

An ESPM can help the customer achieve the following benefits: reduced risk; early involvement in support planning; reduced problem management complexity; single interface into the IBM labs; shortened project schedules at reduced cost; prioritized IBM lab resources; and expedited problem resolution.

For more information about Enterprise Support Manager, you can contact us via e-mail. In Canada, EMEA, and Latin America: quigley@us.ibm.com In Asia Pacific and the United States: sterrett@us.ibm.com.

Independent Project Review

In every industry, delays happen, schedules slip, and quality becomes a concern. IBM helps get the customer back on track with its Rapid Deployment Team (RDT). Our consultants study information provided by the customer regarding project plan, network topology, hardware environment, software environment, test process, code distribution process, change management process, problem resolution process, and future plans and requirements. They work with you through the process to provide an independent review of all aspects of your operation, highlight project strengths, identify concerns, and make recommendations to address those concerns in the form of a formal presentation and/or written document.

Our team works to complement your team with network computing based skills and project management experience to reduce your overall project risk in terms of function, quality, and cost. Contact us at: ncsdsvcs@us.ibm.com.

Migration Services

Technical skills and experience create a winning combination in our Rapid Deployment Team as they assist customers in the various aspects of the migration process. Each phase of the process consists of complex tasks requiring specific skills to accomplish each successfully. Our experts can help you optimize your project plan and reduce project risk.

Our RDT can break down and define your project into manageable steps then play an important role in the realization of each. Customer and consultants work together in a technical planning session to review strategy, migration plans, and assess progress. They review hardware, software and applications. They discuss problems with integration and deployment of current platform as well as performance and reliability problems. Together, they examine and open a dialog around software maintenance strategy and problem management methodology.

Finally, a review of the project schedule and identification of required tasks, gives the customer a more accurate view of what he needs to do to complete the migration process. In addition because the RDT acquires knowledge of your migration plans, they can participate more fully in every aspect from evaluation and installation to testing and training of your staff. Contact us at ncsdsvcs@us.ibm.com for details.

System Debug Assistance

E-boss Services offers you the advantage of highly skilled and experienced professionals to assist you in problem determination. Our consultant comes to your location and works with your team to analyze data and find the problem. Their specialized tools include kernel debuggers, system monitors, and LAN analyzers. Whether a configuration problem or an application bug, we help you find the most efficient correction. By working with our professionals, we can help you reduce risk, expedite problem resolution, reduce problem management, shorten project schedules, keep costs down, and utilize the appropriate talents and skills of IBM professionals. For more information about our System Debug Assistance, contact us at ncsdsvcs@us.ibm.com.

OS/2 Debug Education

In addition to our debugging services, we provide debugging education for your staff for problems associated with OS/2 Warp based systems. The full week of instruction for up to 15 students consists of both lectures and labs. A few of the topics discussed in the class include virtual storage environment of OS/2 Warp, display components, and why a trap occurs.

Performance Analysis

As our consultants work with your team to help you optimize the performance of your customer's client/server platform, you will receive a report detailing methods, a summary of key performance measurements, and recommendations to enhance system performance. You can reap the benefits of maximized productivity and improved control of hardware costs. For more information, contact us at ncsdsvcs@us.ibm.com.

Proof of Concept

As your business grows, you will want to make changes based on new needs. Perhaps you think new hardware or new software will help you fulfill your new requirements, but you'd hate to risk spending huge amounts of money only to discover you made some wrong choices.

Instead, turn to our RDT. They can provide you with a Proof of Concept (POC). Designed to help you evaluate the capabilities and functions of your proposed technology solution, the RDT works at your facility to install and configure the operating system software, required middleware, assist in the setup of your applications, and execute a series of tests. We also encourage your staff to participate in the POC so that they can learn from this week long process.

At the conclusion, you will know whether or not your proposed solution works in your environment, complexities of implementation, level of staff training needed, and if services will be required to complete the project. Such information can help mitigate your overall risk since you will have a better understanding of the scope of your planned software solution. For all the details, contact us at ncsdsvcs@us.ibm.com.

Service Extension

IBM's Service Extension provides fixes for new problems discovered following the end of the warranty period for the product. New fixes are provided at the "then current" service level. Service Extension support is available via special bid.

In Canada, EMEA, and Latin America, e-mail us at quigley@us.ibm.com. In Asia Pacific and the United States, send an e-mail to sterrett@us.ibm.com.

Software Distribution Planning

As the number of LAN-attached workstations in your company grows, so does your need for resources to install and maintain software. Our RDT works with you to design an efficient process that fits your business model. The RDT will help you evaluate your environment, hardware systems, software and recommend the best distribution method for your client/server environment. They will help you design, implement and test your distribution methodology and assist during the pilot test of the process. As a result, you will have in place a methodology of software distribution and well documented fixes or full system images. Improve your distribution planning today with an e-mail to ncsdsvcs@us.ibm.com.

Test Assessment

A skilled IBM consultant will analyze your test plan and methodology. You will also receive a written report, documenting both strengths and weaknesses of your current test approach. In many cases, the consultant can recommend more cost effective approaches. You gain an improved understanding of test coverage. This can help you improve test effectiveness and reduce costs, and lower risk of production outages. Learn more about our test assessment services. E-mail us at ncsdsvcs@us.ibm.com.

Total Content Ownership

The Total Content Ownership (TCO) offering gives you complete control of your code base. By providing you the option of choosing which fixes to apply and when, you minimize the risk of code regression, which is extremely important for customers planning a major application roll-out or who are in production with mission critical applications.

A customer report of a defect initiates the defect support process and the IBM product development team goes into action to deliver a TCO fix at the customer's request. Each TCO fix is a separate deliverable and is tested against the private build line prepared and maintained for each customer.

By allowing you to selectively apply the software maintenance you want, you reduce costs and minimize risk. In Canada, EMEA, and Latin America, contact us at quigley@us.ibm.com. In Asia Pacific and the United States, e-mail us at sterrett@us.ibm.com.

Workspace On-Demand Feature For PC DOS 2000 and Windows 3.1

With the WorkSpace On-Demand feature, you can keep your existing hardware, gain the productivity of PCs and reap the cost savings of a centralized management environment. With IBM's WorkSpace On-Demand Feature for PC DOS 2000 and Windows 3.1 Clients, customers can migrate their legacy PC hardware plus their installed DOS and Windows software to a server-managed client environment. Central administration standardizes and defines desktops for groups of users based on tasks and prevents user modification to the workstation.

With the server as the control center, we can help you reduce the cost of systems management; back up client files from a central location; access data from anywhere in the network; tailor desktops to particular needs; and protect configurations and files. For more information on how you can get this to work for you, contact us at ncsdsvcs@us.ibm.com.

Workspace On-Demand Feature For Remote Client Connection

Enhance your Network Computing environment with the WorkSpace On-Demand Feature for Remote Client Connection with a software methodology that emulates the popular hardware remote boot chips currently in use. Using a software approach to remote boot enables you to realize savings made possible in a server managed client environment without the need to upgrade all your network adaptors. For more information, contact us at ncsdsvcs@us.ibm.com.