

# IBM Netfinity Server Sales Resources Guide

*Note: This presentation both updates and replaces the former hardcopy/PDF  
"IBM Netfinity Server Sales Resources Guide."*

## PRESENTATION ELEMENTS

- ▶ Technical Support Structure Overview
- ▶ Table of Support Elements Overview
- ▶ Quick Reference: Getting Pre-Sales Support
- ▶ Quick Reference: Getting Post-Sales Support
- ▶ Pre-Sales Support Descriptions
- ▶ Post-Sales Support Descriptions
- ▶ FAQ Section
- ▶ Helpful Phone Numbers
- ▶ Helpful URLs
- ▶ Key Contacts



# IBM Netfinity Server Technical Support Structure Overview

## **PRE-SALES SUPPORT**

### ***From NATS (IBM North America Technical Support)***

- ▶ Techline
- ▶ Competeline
- ▶ Solution Assurance
- ▶ Dedicated Pre-Sales Field Technical Support Specialists (FTSSs)
- ▶ Internet

### ***From PSG (IBM Personal Systems Group)***

- ▶ IBM HelpCenter
- ▶ Netfinity Channel System Engineers (NCSEs)
- ▶ Sales Solution Center (SSC)
- ▶ PSG Executive Briefing Center
- ▶ PSG Server Technology Center
- ▶ ServerProven Solutions
- ▶ SystemXtra
- ▶ Large Account Initiative
- ▶ Internet Tools, Downloads, and Information

## **POST-SALES SUPPORT**

### ***From NATS (IBM North America Technical Support)***

- ▶ Dedicated Post-Sales FTSS
- ▶ Post-Sales FTSS Area Managers
- ▶ Internet

### ***From PSG (IBM Personal Systems Group)***

- ▶ IBM HelpCenter
- ▶ Kirkland Programming Center (KPC)
- ▶ ServerGuide CD-ROM
- ▶ Start Up Support
- ▶ Hardware Maintenance/Warranty Support
- ▶ Internet

### ***From Headquarters***

- ▶ Dedicated Resolution Owners (DROs)

### ***From PSS***

- ▶ Area Server Managers of Service (ASMSs)

## IBM Technical Support and Services Structure Overview for Netfinity Server, Commercial Desktop, Mobile, and Intellistation

	Pre- or Post-Sales		Products Supported			Customers Supported				
	Pre-Sales	Post-Sales	Netfinity Server	Commercial Desktop	Mobile	IBM Sales Force	IBM Customers	Entitled BPs	VARs	Dealers
IBM PSSC (NATS)	▲	▲	▲	▲ Intellistation only		▲				
Techline (NATS)	▲		▲			▲		▲ BPs access Techline and Competeline via the Partnerline front-end.		
Competeline (NATS)	▲		▲	▲	▲	▲				
Solution Assurance (NATS)	▲		▲	▲		▲		▲		
Pre-Sales FTSS (NATS)	▲		▲	▲		▲				
IBM HelpCenter	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
NCSEs (PSG)			▲					▲	▲	NCSEs deliver pre-sales technical support to a prioritized set of Tier 2 hardware resellers.
Sales Solution Center (PSG)	▲		▲	▲	▲	The SSC supports authorized EDI-reporting Resellers.			▲	
Exec. Briefing Center (PSG)	▲		▲	▲	▲	▲	▲	▲		
Server Tech. Center (PSG)	▲		▲			▲				
ServerProven (PSG)	▲		▲			▲				
SystemXtra (PSG)	▲		▲	▲	▲		▲			
Large Acct. Initiative (PSG)	▲		▲			▲			Selected dealers	▲
Post-Sales FTSS (ATS)		▲	▲			▲				
Hardware/Maintenance		▲	▲	▲	▲	▲	▲			
Kirkland Prog. Ctr. (KPC)		▲	▲			▲		▲ Kirkland is accessed through the HelpCenter		
ServerGuide CD-ROM (PSG)		▲	▲			▲	▲			
Start Up Support (PSG)		▲	▲	▲	▲					
Dedicated Res. Owners (HQ)		▲	▲	▲	▲	▲				
Area Srv Mgrs/Service (PSS)		▲	▲			▲				
Internet (NATS and PSG)	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲

## QUICK REFERENCE: Getting Pre-Sales Support

<b>TELEPHONE SUPPORT</b>	<p><b>Engage Techline by phone:</b></p> <ul style="list-style-type: none"> <li>▶ Call 888-426-5525 and follow prompts.</li> </ul> <p><b>Or, engage Techline electronically:</b></p> <ul style="list-style-type: none"> <li>▶ Submit your request from <a href="http://w3.techline.ibm.com">http://w3.techline.ibm.com</a></li> <li>▶ Send your request to Notes ID: Techline/Milwaukee/IBM</li> <li>▶ At the VM command line, enter TECHLINE, then choose Option 2.</li> </ul> <p style="text-align: right;"><i>Always provide the following information:</i></p> <ul style="list-style-type: none"> <li>▶ Customer name, customer number, city</li> <li>▶ Customer contact name, phone number</li> <li>▶ OMSYS number (if applicable)</li> <li>▶ Request details (what, when, how)</li> <li>▶ Helpful background information</li> </ul>																					
<b>SE SUPPORT *</b> <i>* Available for top opportunities</i>	<p>To engage your local FTSS for <b>TOP OPPORTUNITIES</b>, contact your Netfinity Sales Specialist or your Area Netfinity Server Pre-Sales Manager:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 15%;"><b>Area 2</b></td> <td style="width: 60%;">Sam Ibrahim</td> <td style="width: 25%;">TL 320-9856</td> </tr> <tr> <td><b>Area 4</b></td> <td>George Jones (acting)</td> <td>TL 522-4584</td> </tr> <tr> <td><b>Area 5</b></td> <td>Barbara Mathews</td> <td>TL 261-3607</td> </tr> <tr> <td><b>Area 7</b></td> <td>George Jones</td> <td>TL 522-4584</td> </tr> <tr> <td><b>Area 10</b></td> <td>Elsa Alvarado</td> <td>TL 522-6737</td> </tr> <tr> <td><b>Area 11</b></td> <td>Mike Wheeler</td> <td>TL 473-2100</td> </tr> <tr> <td><b>Federal</b></td> <td>George Jones</td> <td>TL 522-4584</td> </tr> </table>	<b>Area 2</b>	Sam Ibrahim	TL 320-9856	<b>Area 4</b>	George Jones (acting)	TL 522-4584	<b>Area 5</b>	Barbara Mathews	TL 261-3607	<b>Area 7</b>	George Jones	TL 522-4584	<b>Area 10</b>	Elsa Alvarado	TL 522-6737	<b>Area 11</b>	Mike Wheeler	TL 473-2100	<b>Federal</b>	George Jones	TL 522-4584
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## QUICK REFERENCE: Getting Post-Sales Support

<p><b>TELEPHONE SUPPORT</b></p>	<p><b>Engage the PSG HelpCenter:</b>          ► Call 800-772-2227 (or 800-IBM-PROD if entitled) and <i>log the case number!</i></p> <p><b>If you need help escalating, ask to speak with a HelpCenter manager.</b></p>
<p><b>SE SUPPORT *</b>  <i>* Available for top opportunities</i></p>	<p>For <b>TOP FOCUS ACCOUNT OPPORTUNITIES</b>, contact your Netfinity Sales Specialist to engage the post-sales Customer Support Specialist (CSS) assigned. If you need FTSS assistance, the CSS will engage the appropriate resource. Or, contact your Area Netfinity <b>POST-SALES FTSS AREA MANAGERS:</b></p> <p><b>Areas 2, 7, and Federal</b>    Heidi Kessler    TL 243-2699</p> <p><b>Areas 4 &amp; 5</b>    Pat Corirossi    TL 261-4277</p> <p><b>Areas 10 &amp; 11</b>    Kevin Bates    TL 522-5767</p>
<p><b>HARDWARE MAINTENANCE AND WARRANTY SUPPORT</b></p>	<p><b>Go to your Area Server Managers of Service (ASMSs), who can help resolve service and TSS-related issues:</b></p> <p><b>Area 2</b>    Gary Salerno    TL 295-7420</p> <p><b>Area 4</b>    Fred Smith    TL 363-6394</p> <p><b>Area 5</b>    Sam Adkins    TL 261-6257</p> <p><b>Area 7</b>    Jim Barrier    TL 671-4567</p> <p><b>Area 10</b>    Randy Knapp    TL 345-1260</p> <p><b>Area 11</b>    Cliff Stammich    TL 939-9286</p>

# IBM Netfinity Server Pre-Sales Support Descriptions

## ***PRE-SALES SUPPORT FROM IBM NA Technical Support (NATS)***

- ▶ Techline
- ▶ Competeline
- ▶ Solution Assurance
- ▶ Dedicated Pre-Sales Field Technical Support Specialists (FTSSs)
- ▶ Internet

## ***PRE-SALES SUPPORT FROM IBM Personal Systems Group (PSG)***

- ▶ IBM HelpCenter
- ▶ Netfinity Channel System Engineers (NCSEs)
- ▶ Sales Solution Center (SSC)
- ▶ PSG Executive Briefing Center
- ▶ PSG Server Technology Center
- ▶ ServerProven Solutions
- ▶ SystemXtra
- ▶ Large Account Initiative
- ▶ Internet Tools, Downloads, and Information

# Pre-Sales Support from NATS

## Techline . . . during normal business hours

**What is it?** *Techline's 300+ pre-sales technical support specialists team with IBM's sales force and entitled Business Partners to help identify and design solutions that will ensure customer satisfaction after a sale. Becky McCarthy, Business Unit Executive (BUE), National Techline Teams.*

### Roles and Responsibilities

As part of the National Techline team, Techline's Netfinity Server Team and Competeline's Commercial Desktop and Mobile Teams provide comprehensive pre-sales technical support to IBM sales specialists and entitled Business Partners in North America and Latin America. The Techline and Competeline teams provide:

- ▶ Assistance with initial solution design
- ▶ Technical product consultation
- ▶ Product differentiation
- ▶ New product information
- ▶ Competitive information via Competeline
- ▶ Configuration assistance (including rack)
- ▶ Proposal assistance
- ▶ Retail pricing information

**Mid-Range Business Partners:** Warm call transfer from the Partnerline front-end at 800-426-9990.

**PSG Business Partners:** Warm call transfer from either the PSG HelpCenter or the PSG SSC. The call handler will determine if the call is either: A) HelpCenter appropriate (i.e., installation, post-sales, PD-PSI, pre-sales short call for part numbers, option information, or simple configuration, etc.); or B) Techline appropriate (i.e., complex configuration, initial solution design, etc.)

The call handler will introduce the call, stay on the line until s/he and Techline Specialist agree that the call should go to Techline, then transfer the call. Once the call is transferred, Techline will take ownership and track the request to closure.

**Who can use this?** The IBM sales force and entitled IBM Business Partners during normal business hours.

### How do I contact them?

**Always provide:**

- ▶ Customer name, number, and city
- ▶ Customer contact name, phone number
- ▶ OMSYS number
- ▶ Request details (what, when, how, and severity)
- ▶ Helpful background information

Go to [w3.techline.ibm.com](http://w3.techline.ibm.com):

- ▶ Under SEND A REQUEST, select North America.
- ▶ Fill in the information on the next page and press the button.

At an **OV/VM** command line:

- ▶ Enter: **TECHLINE.**
- ▶ Choose **Option 2** (IBM Techline Options).
- ▶ Type your request.
- ▶ Select appropriate product queue.
- ▶ Submit.

SEVERITY LEVEL	Response Time Requested
----------------	-------------------------

Level 1.0	24 Hrs
Level 2.0	48 Hrs
Level 3.0*	72 Hrs

The severity level reflects the number of days before action is required. \*Default = In all instances, a confirmation with log number and priority, is sent to requester within 4 business hours.

TELEPHONE: Call **888-426-5525** and follow prompts.

NOTES: Techline/Milwaukee/IBM

### Number of Resources

Techline US: 11 specialists, including 2 for Latin Am. support; Techline Canada: 2 specialists

# Pre-Sales Support from NATS

## Competeline . . . . during normal business hours

### What is it?

**Competeline, developed as part of an overall marketing strategy, gives IBM North America a single point of entry for competitive information.** Its intent is to improve the competitive sales by the IBM sales force and Business Partners (whose major audience is defined as General Business). Competeline provides timely responses with a focus on transferring competitive knowledge and skills while producing multi-vendor, cross-platform solutions. It supports the consultative team selling process and engages other organizations, when necessary, to develop a total solution for each opportunity. Competeline has 3 specialists

### Roles and Responsibilities

Competeline helps close business by providing competitive sales strategies and technical information to the IBM sales force, including:

- ▶ Competitive Reps
- ▶ Telesales
- ▶ Inside Sales
- ▶ Client Reps
- ▶ Product Specialists
- ▶ Business Partners

**Business Partners** do not engage Competeline directly; they must be entitled by and transferred from the PartnerLine front-end.

To provide sales strategies to the field, Sales Specialists focus on specific competitors, revealing tactics used by their respective sales forces. With their extensive market knowledge, these specialists can assist while keeping the competitor's point of view in mind. Technical Specialists provide product-oriented technical information to the field. With excellent IBM product knowledge, they focus on selected competitive product lines (COMPAQ, Hewlete-Packard, Dell).

### Who can use this?

The IBM sales force and entitled IBM Business Partners during normal business hours.

### How do I contact them?

#### Always provide:

- ▶ Customer name, number, and city
- ▶ Customer contact name, phone number
- ▶ OMSYS number
- ▶ Request details (what, when, how, and SEVERITY)
- ▶ Helpful background information

TELEPHONE: Call **888-426-5525** and follow prompts

Write Notes ID: **Techline/Milwaukee/IBM**

Go to [w3.techline.ibm.com](http://w3.techline.ibm.com):

- ▶ Under SEND A REQUEST, select North America.
- ▶ Fill in the information on the next page and press the button.

At an **OV/M** command line, enter **TECHLINE**.

- ▶ Choose **Option 2** (IBM Techline Options), and type your request.
- ▶ Select the appropriate product queue and submit.

Severity Level	Response Time Requested
Level 1.0	24 Hrs
Level 2.0	48 Hrs
Level 3.0*	72 Hrs

The severity level reflects the number of days before action is required.

\*Default = In all instances, a confirmation with log number and priority, is sent to requester within 4 business hours.



# Pre-Sales Support from NATS

## Solution Assurance (from the Personal Solutions Systems Center -- PSSC)

### What is it?

**The mission of the Personal Solutions Systems Center (PSSC) is to drive IBM revenue by making IBM's best technical consultants an integral part of the sales strategy.** Based at the IBM Westlake facility in Roanoke, Texas. *Pamela Porter, Center Manager.*

**A Solution Assurance review ensures the best system for customer needs** by providing pre-sales and pre-install assistance. During the pre-sales phase, a series of questions, checklists and road maps are used to gather system requirements and help customers select products, options and configurations. Designed primarily to meet the needs of our top 500 accounts, this program evaluates compatibility and offers a proof-of-concept review so we may recommend a customized solution designed to fit these priority customers' business needs.

### Roles and Responsibilities

Responsible for supporting and backing up the Netfinity Field Technical Sales Specialists (FTSSs), writing topical white papers, owning and maintaining the Solution Assurance process.

### Who can use this?

.....  
The IBM sales force.  
.....

.....  
The IBM Sales Force.  
.....

### How do I contact them?

TIELINE: **522-7715** (PSSC Opportunity Office)

INTERNET: **[pscc.sl.dfw.ibm.com](http://pscc.sl.dfw.ibm.com)**

INTRANET: **[w3.techline.ibm.com/contact/tsup\\_request.htm](http://w3.techline.ibm.com/contact/tsup_request.htm)**  
(TechXpress Web Site with form to request technical sales support)

VM: Type *solution assurance review* required in the comments section of the OMSYS record.

ALSO: Contact either your:  
Netfinity Area Server Manager of Service (ASMS)  
or  
Netfinity Server Sales Manager

### Number of Resources

.....  
12 specialists  
.....

*IBM Netfinity Server Sales Resources*

# Pre-Sales Support from NATS

## Pre-Sales Field Technical Sales Specialist (FTSS)

**What is it?** Responsible for the pre-sales technical relationship with the customer.

### Roles and Responsibilities

Responsibilities include:

- Implementing Solution Assurance reviews
- Performing on-site demo
- Giving technical presentations
- Setting up Early Ship Program (ESP) loaner equipment
- Assisting with pilots
- Conducting proof of concept
- Performance tuning
- Benchmarking

**Who can use this?**

IBM sales reps handling selected top accounts

**How do I contact them?**

Engaged by sales specialists directly or via the TechXpress web site at [w3.techline.ibm.com/contact/tsup\\_request.htm](http://w3.techline.ibm.com/contact/tsup_request.htm)

**Number of Resources**

82 specialists

## Internet Support

### IBM TECHNICAL SUPPORT WEB SITES

WWQ&A on ViewBlue

[w3.viewblue.ibm.com](http://w3.viewblue.ibm.com)

Techline

[w3.techline.ibm.com](http://w3.techline.ibm.com)

Competeline

[w3.competeline.ibm.com](http://w3.competeline.ibm.com)

Technical Support Info.

[w3.ibm.com/support](http://w3.ibm.com/support)

IBM Redbooks

[www.redbooks.ibm.com](http://www.redbooks.ibm.com)

Solution Assurance

[pscc.sl.dfw.ibm.com](http://pscc.sl.dfw.ibm.com)

IBM TCdigest OnLine

[pscc.dfw.ibm.com/tcp](http://pscc.dfw.ibm.com/tcp)



DOUBLE-CLICK ICON FOR EXTERNAL WEB



DOUBLE-CLICK ICON FOR INTRANET

## Pre-Sales Support from PSG

### IBM HelpCenter . . . 7 x 24 x 365

**What is it?** *IBM's International HelpCenters* are located in Argentina, Australia, Brazil, Canada, Ireland, Japan, Mexico, Scotland and the United States, with the newest center opening in China in 1998. These pre- and post-sales inbound specialists are available 7 x 24 x 365. *Rick Martin, Director, Technical Support IBM PSG.*

#### Roles and Responsibilities

The HelpCenter provides end user, reseller, and dealer support for the PSG product line, from Mobile up through Netfinity Servers. The HelpCenter's "experienced diagnosis" approach means that a Level 1 entitlement rep accesses the problem, then routes it to the most appropriate Level 2 specialists.

**Who can use this?**

IBM Sales Force, Business Partners, and Customers.

**How do I contact them?**

Call **800-IBM-PROD (426-7763)** or **800-772-2227**. Or, access online support from the PSG HelpCenter Web page at <http://www3.pc.ibm.com/support?page=helpcenter>

**Number of Resources**

Over 2,500 specialists worldwide.

### Netfinity Channel Systems Engineer (NCSE)

Assigned to Area BUEs, *the mission of these MCSE and CNE certified individuals is to promote Netfinity product sales by establishing and delivering pre-sales technical support to a prioritized set of Tier 2 hardware resellers.* Although they will provide support for immediate sales, their focus is to transfer skills. As a result, resellers can market/sell IBM Netfinity Servers and related products independently, focused on increased market share.

#### Roles and Responsibilities

Responsible for pre-sales technical relationships with PSG Tier 2 Outlets/ISV's, Industry VARs, and Midrange S&D dealer outlet stores, the NCSE's responsibilities include:

- ▶ Implementing Solution Assurances
- ▶ Performing on-site demos
- ▶ Giving technical presentations
- ▶ Setting up loaner equipment
- ▶ Assisting with pilots

These outbound, in-region specialists are normally engaged by the IBM PSG outlet reps, but the NCSEs can also access resellers directly.

Engaged by the IBM PSG outlet reps directly or through Area Channel Managers.

25 Specialists currently on board; projected to be 38 by April 30, 1998

*IBM Netfinity Server Sales Resources*

# Pre-Sales Support from PSG

## Sales Solution Center (SSC)

### What is it?

Located at IBM RTP, **the SSC's mission is to provide pre-sales marketing support to authorized Electronic Data Interchange (EDI) reporting resellers.** Ric Noble, PSG Manager of 2nd Tier Channel Marketing.

### Roles and Responsibilities

Provide single point-of-contact pre-sales marketing assistance for:

- ▶ Pricing
- ▶ Availability
- ▶ Product positioning programs
- ▶ Promotions
- ▶ Contracts
- ▶ Competitive advantages
- ▶ Service offerings

### Who can use this?

Pre-sales , inbound, territory aligned specialists available from 9:00am - 7:00pm eastern time Monday through Friday supporting IBM Tier 2 resellers.

### How do I contact them?

- ▶ Telephone the SSC at **800-426-7272.**
- ▶ Access the IBM US PC Reseller Web site at **[www.partner.us.pc.ibm.com](http://www.partner.us.pc.ibm.com).**

### Number of Resources

21 specialists (including 10 MarketSource contractors)  
**Note:** In April, 1998, the 10 MarketSource specialists will continue fielding inbound calls while the 11 IBMers will call the top 1,100 IBM Resellers not presently reporting via EDI. Their goal is to sell IBM as the vendor of choice, persuading the dealers to report via EDI.

## PSG Executive Briefing Center (EBC)

Located at RTP. Fred Baritell, PSG Executive Briefing Center Manager

### Roles and Responsibilities

The PSG EBC provides in-depth executive briefings to familiarize customer executives and decision makers with the IBM PSG Brands (server, desktop, and mobile), including product strategies and directions.

IBM Sales Force, Business Partners, and Customers.

Call tieline **441-0689** or **919-543-0689.**

12 specialists

# Pre-Sales Support from PSG

## PSG Server Technology Center

## ServerProven Solutions

**What is it?** Located at RTP. *Dave Laubscher, Center Manager*

**Roles and Responsibilities**  
The PSG Server Technology Center is responsible for:

- ▶ Producing and distributing technical support materials
- ▶ Sharing information across Netfinity centers worldwide
- ▶ Developing demos for business shows

Located at RTP. *Kate Connolly, Program Director, Netfinity Small and Medium Business (SMB) Solutions.*

**Roles and Responsibilities**  
Teaming with independent application providers, IBM is simplifying the integration, testing, and implementation processes for leading applications and their required options for IBM Netfinity and PC Server systems -- through its ServerProven Solutions. The ServerProven team carefully tests hundreds of products from "Options by IBM" (OBI) and other leading industry vendors (such as 3COM, Adaptec, Madge, SMC, and Symbiosis) for compatibility with Netfinity.

**Who can use this?**  
Inbound product specialists available during normal working hours to support IBM Customers, Business Partners, and the Sales Force.

IBM sales and technical sales force.  
Access Mechanism:

**How do I contact them?**  
Engaged by the Sales Force via telephone (TL 441-6929 or outside line 919-543-6929).

You can view test results on the ServerProven Website at <http://www.pc.ibm.com/us/compat/>

**Number of Resources**  
82 specialists

11 specialists

*IBM Netfinity Server Sales Resources*

# Pre-Sales Support from PSG

## SystemXtra

### What is it?

IBM SystemXtra helps your customers take advantage of IBM PC technologies through a broad range of services, innovative software, comprehensive education and training, and flexible financing options. SystemXtra can be packaged with a range of hardware products.

#### Roles and Responsibilities

- ▶ Network management and support services
- ▶ Clustering Solution Planning services
- ▶ Financing that can deliver both hardware and services at an attractive monthly fee
- ▶ Technology Exchange, a flexible and affordable option for updating PC hardware with newer technology after only two years

### Who can use this?

Small, Medium, and Large Business Customers

### How do I contact them?

To contact a SystemXtra sales expert, call **800-426-7255, ext. 4749.**

### Number of Resources

## Large Account Initiative

Located at RTP. *Tom Looney, Manager.*

#### Roles and Responsibilities

As a component of Sales Enterprise Marketing, the Large Account Initiative's inbound specialists help the sales force close large server deals. The team's help includes:

- ▶ Server rollouts
- ▶ Managing supply
- ▶ Forecasting

IBM field representatives and some dealers.

IBM field representatives and dealers call these individuals directly. They are assigned by IBM area / region.

5 specialists.

## Pre-Sales Support from PSG

### INTERNET TOOLS, DOWNLOADS, AND INFORMATION

<b>What is it?</b>	For support and general information, search for a specific driver, BIOS/firmware, and utility updates	<a href="http://www.pc.ibm.com/us/searchfiles.html">www.pc.ibm.com/us/searchfiles.html</a>
	If you prefer to look at file categories	<a href="http://www.pc.ibm.com/us/listfiles.html">www.pc.ibm.com/us/listfiles.html</a>
	For general Netfinity information plus links to Options, Benchmarks, Certifications, and Guides to Sizing, Selection, and Applications	<a href="http://www.pc.ibm.com/us/netfinity/index.html">www.pc.ibm.com/us/netfinity/index.html</a>

*IBM Netfinity Server Sales Resources*

# IBM Netfinity Server Post-Sales Support Descriptions

## ***POST-SALES SUPPORT FROM IBM NA Technical Support (NATS)***

- ▶ Dedicated Post-Sales FTSS
- ▶ Post-Sales FTSS Area Managers
- ▶ Internet

## ***POST-SALES SUPPORT FROM IBM Personal Systems Group (PSG)***

- ▶ IBM HelpCenter
- ▶ Kirkland Programming Center (KPC)
- ▶ ServerGuide CD-ROM
- ▶ Start Up Support
- ▶ Hardware Maintenance/Warranty Support
- ▶ Internet

## ***POST-SALES SUPPORT FROM IBM Headquarters***

- ▶ Dedicated Resolution Owners (DROs)

## ***POST-SALES SUPPORT FROM IBM Personal Systems Services (PSS)***

- ▶ Area Server Managers of Service (ASMSS)

*IBM Netfinity Server Sales Resources*



# Post-Sales Support from NATS

## Post-Sales Field Technical Sales Specialist (FTSS)

## Hardware Maintenance/Warranty

**What is it?** *The Post-Sales FTSS is responsible for the post-sales technical relationship with the customer.*

**Roles and Responsibilities:**

During the post-sales technical relationship with the customer, the FTSS is responsible for:

- Managing critical situations
- Assisting with pilots.

**Who can use this?**

The IBM sales force -- for selected top accounts.

**How do I contact them?**

Engaged by Pre-sales FTSSs and sales specialists directly by contacting the Post-sales FTSS Managers, or via the TechXpress web site.

**Number of Resources**

30 specialists

### AREA SERVER MANAGERS OF SERVICE (ASMS) can help resolve service and TSS-related issues:

<b>Area 2</b>	Gary Salerno	TL 295-7420
<b>Area 4</b>	Fred Smith	TL 363-6394
<b>Area 5</b>	Sam Adkins	TL 261-6257
<b>Area 7</b>	Jim Barrier	TL 671-4567
<b>Area 10</b>	Randy Knapp	TL 345-1260
<b>Area 11</b>	Cliff Stammich	TL 939-9286

### POST-SALES FTSS AREA MANAGERS

<b>Areas 2, 7, and Federal</b>	Heidi Kessler	TL 243-2699
<b>Areas 4 &amp; 5</b>	Pat Corirossi	TL 261-4277
<b>Areas 10 &amp; 11</b>	Kevin Bates	TL 522-5767

### IBM TECHNICAL SUPPORT WEB SITES

WWQ&A on ViewBlue	<a href="http://w3.viewblue.ibm.com">w3.viewblue.ibm.com</a>
Technical Support Info.	<a href="http://w3.ibm.com/support">w3.ibm.com/support</a>
IBM Redbooks	<a href="http://www.redbooks.ibm.com">www.redbooks.ibm.com</a>
IBM TCdigest OnLine	<a href="http://pssc.dfw.ibm.com/tcp">pssc.dfw.ibm.com/tcp</a>

*IBM Netfinity Server Sales Resources*

# Post-Sales Support from PSG

## IBM HelpCenter . . . 7 x 24 x 365

**What is it?** *A collection of International HelpCenters* located in Argentina, Australia, Brazil, Canada, Ireland, Japan, Mexico, Scotland and the United States, with the newest center opening in China in 1998. These pre- and post-sales inbound specialists are available 7 x 24 x 365. *Rick Martin, Director, Technical Support IBM PSG.*

### Roles and Responsibilities

The HelpCenter provides end user, reseller, and dealer support for the PSG product line, from Mobile up through Netfinity Servers. The HelpCenter's "experienced diagnosis" approach means that a Level 1 entitlement rep accesses the problem, then routes it to the most appropriate Level 2 specialists.

### Who can use this?

IBM Sales Force, Business Partners, and Customers.

### How do I contact them?

Call **800-IBM-PROD (426-7763) or 800-772-2227**. I/S specialists will build a Web site for them at no charge. Customers can choose from a menu of options, including access to a FAQ database or to downloads, as well as proactive e-mail, alerts, hints and tips, and product-specific updates. Customers can define their operating environments, and, since this is a Web-based service, change their parameters when necessary. An automated FAX system and electronic bulletin boards are also available.

### Number of Resources

Over 2,500 specialists worldwide.

## IBM Kirkland Programming Center (KPC)

**Level 3 post-sale support for IBM HelpCenter staff to resolve customer issues related to Microsoft products.** Located near Microsoft headquarters outside Seattle, WA. *Roy Clauson, Director*

### Roles and Responsibilities

The IBM Kirkland Programming Center tests Microsoft products on IBM Netfinity and PC Server models during the development cycle. The IBM Kirkland Programming Center is a resource for:

- ▶ Assistance on technical problems
- ▶ Showcases the strength of IBM's relationship with Microsoft as well as the depth of our knowledge of their products

The IBM sales force and Business Partners.

Access Kirkland support indirectly through the HelpCenter.

Approximately 60 specialists.

# Post-Sales Support from PSG

## ServerGuide CD-ROM

**What is it?** Shipped with each IBM Netfinity system, IBM ServerGuide 4.0 addresses most configuration and on-site requirements for installing and tuning systems.

### Features

Included in the ServerGuide are the following tools:

- ▶ Hardware Guide -- Install flash BIOS/firmware updates; run system configuration utilities; run RAID configurations
- ▶ NOS Installation -- NetWare; OS/2 Warp Server; MS Windows NT; SCO UnixWare and OpenServer; NCD WinCenter and WinFrame
- ▶ CoPilot Application Guide (with Diskette Factory and Book Factory)-- includes Lotus Domino 4.6, IBM Netfinity Manager 5.1, APC PowerChute Plus for Netfinity Manager, IBM AntiVirus, Netfinity Rack Configurator
- ▶ Update Connector -- Access latest BIOS and drivers code from the Web

**Who can use this?**

Anyone installing Netfinity servers.

**How do I find out more?**

ServerGuide URL here:  
<http://www.pc.ibm.com/us/server/sguide/>

## Start Up Support

**In addition to IBM's 3-year warranty coverage, Start Up Support offers 90 days of free support from the HelpCenter.** Included with the purchase of any IBM Intel processor-based server, this comprehensive program speeds installing both hardware and system software, as well as helping to resolve other technical challenges associated with installing new systems.

### Supported NOSs and NICs

Start Up offers support for the following NOSs:

- ▶ Novell NetWare
- ▶ OS/2 Warp Server
- ▶ Microsoft Windows NT
- ▶ SCO OpenServer and UnixWare
- ▶ NCD WinCenter and WinFrame

Start Up also supports the following NICs:

- ▶ IBM
- ▶ 3COM
- ▶ Madge Networks
- ▶ Standard Microsystems Corp. (SMC)

Anyone purchasing and installing IBM Netfinity or PC Servers.

Call the IBM HelpCenter at **800-772-2227**.

*IBM Netfinity Server Sales Resources*

# Post-Sales Support from PSG

## Internet Support

What is it?

### EXTERNAL SITES

IBM PSG Home Page	<a href="http://www.pc.ibm.com/us/">www.pc.ibm.com/us/</a>
Netfinity Servers	<a href="http://www.pc.ibm.com/us/netfinity/index.html">www.pc.ibm.com/us/netfinity/index.html</a>
Server Machine Types	<a href="http://www.pc.ibm.com/us/netfinity/index.html">www.pc.ibm.com/us/netfinity/index.html</a>
Server Options	<a href="http://www.pc.ibm.com/us/netfinity/index.html">www.pc.ibm.com/us/netfinity/index.html</a>
Server News	<a href="http://www.pc.ibm.com/us/news/news.html">www.pc.ibm.com/us/news/news.html</a>



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### INTERNAL SITES

IBM PSG HelpCenter	<a href="http://www3.pc.ibm.com/support?page=helpcenter">www3.pc.ibm.com/support?page=helpcenter</a>
Server Services/Support	<a href="http://www3.pc.ibm.com/support">www3.pc.ibm.com/support</a>
Server Files/Tips/Drivers	<a href="http://www3.pc.ibm.com/support">www3.pc.ibm.com/support</a>
Server-Related Links	<a href="http://www3.pc.ibm.com/support">www3.pc.ibm.com/support</a>



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IBM Netfinity Server Sales Resources

## ***Post-Sales Support from Headquarters***

### **Dedicated Resolution Owners (DROs)**

#### ***What is it?***

Part of the customer support team in headquarters, the DROs help manage Netfinity CritSits by:

- ▶ Gathering details about the situation
- ▶ Qualifying if the situation warrants CritSit status
- ▶ Owning the situation
- ▶ Engaging the proper resources

## ***Post-Sales Support from Personal Systems Services (PSS)***

### **Area Server Managers of Service (ASMS)**

#### ***What is it?***

In the server environment, the ASMSs are the contacts for the IBM/TSS relationship. Responsibilities include:

- ▶ Assisting in CritSits
- ▶ Ensuring that TSS delivers its services as required
- ▶ Maintaining the interface between the brands and the client teams
- ▶ Ensuring that server deals include appropriate maintenance and services components
- ▶ Ensuring that all deals go through contract, maintenance, and the services assurance process where applicable
- ▶ Assisting in the pre-sales, implementation, and support environments as required

**Frequently Asked Questions (FAQs)** *The following FAQs introduce you to the types of help we can provide. If any questions come up that we need to include in the next version of this guide, please contact Clay Burns at tie line 522-5624 or on Lotus Notes: **Clay Burns/Dallas/IBM @ IBMUS***

## PRODUCTS

### Hardware

I have a loaner machine (Netfinity 7000) and need NT 4.0 installed before shipping to my customer. Who can help me?

- ▶ *Contact your local Pre-Sales FTSS.*

My customer just bought PC Server 704s and is having problems configuring them. Where can I get help?

- ▶ *Call the PSG HelpCenter at 800-772-2227.*

Who can help my customer configure workstations?

- ▶ *Contact the Personal Systems Support Family Marketing Center at 800-799-7765 and request House Call.*
- ▶ *Contact your local Pre-Sales FTSS.*

Before my customers purchase Netfinity Servers, they want to see if all their applications run on the hardware. Where do I go from here?

- ▶ *Contact Techline at 888-426-5525 and follow prompts.*
- ▶ *Contact your local Pre-Sales FTSS.*

My customer is not sure which or how many Netfinity Server models to purchase. Can someone go on-site to study their environment and make recommendations?

- ▶ *Contact your local Pre-Sales FTSS and ask for assistance with Solution Design.*

My customer is doing a performance benchmark test at their site and needs help tuning the system. Who can do this?

- ▶ *Contact your local Pre-Sales FTSS.*

## Frequently Asked Questions (FAQs), continued

### Products, continued

#### Netfinity Server Repair and Warranties

What if a customer needs an IBM PC repaired? My customer turned on the Netfinity Server and received an error number. Where can I find help?

- ▶ *If the machine is under warranty, the IBM Authorized Servicer, or IBM, can perform the service. To have IBM service the machine, call the IBM PSG HelpCenter at **800-772-2227**.*
- ▶ *If the machine is under an IBM maintenance agreement, call IBM Service at **800-IBM-SERV**.*
- ▶ *If you have problems, contact your Area Server Manager of Service (listed on page 5).*

#### Recent Announcements and Detailed Product Information

Where can I find detailed product information or learn about recently announced products?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*
- ▶ *Call the IBM PSG Automated Fax System **800-IBM-4FAX**. Document catalogs cover each product type, plus announcements made over the last 30 days.*
- ▶ *Check the product/announcement categories on the PSG BBS at **919-517-0001**.*

#### Technical Benefits

Where can I find out about the technical benefits of using Netfinity Servers?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*
- ▶ *Call the IBM PSG Automated Fax System at **800-IBM-4FAX** for document catalogs for each product.*
- ▶ *Check the product/announcement categories on the PSG BBS at **919-517-0001**.*
- ▶ *For large opportunities, contact your Pre-Sales FTSS.*

What operating systems are certified to run on Netfinity Servers?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*
- ▶ *Call the PSG HelpCenter at **800-772-2227**.*

#### Product Presentations

Where can I find PSG product presentations?

- ▶ *Contact the IBM PSG Executive Briefing Center at tie line **441-0689**.*

## Frequently Asked Questions (FAQs), continued

### Products, continued

#### Product Briefings and Evaluations

What if I need to brief my customer on product plans and directions for a PSG product?

- ▶ *Call the IBM PSG Executive Briefing Center at tie line **441-0689**.*

What if my customer is interested in evaluating products for pre-GA or pre-announce Netfinity Server products and solutions?

- ▶ *For information on providing early customer evaluations of Netfinity Server products and solutions, contact the Raleigh Worldwide Server Competency Center at tieline **441-6929**.*

#### Product Disclosures

How do I disclose product futures to my customer?

- ▶ *If you want a disclosure as part of a briefing, contact the IBM PSG Executive Briefing Center at tie line **441-0689**.*

#### Pricing of IBM Products

How can I find out the cost of a Netfinity-specific IBM product?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*
- ▶ *Use the IBM ConfigXprt...configures ALL IBM PC products and gives C-Costs/ERPs. Download ConfigXprt from **w3.pc.ibm.com/catalog/salesautomation.html**.*
- ▶ *Go to the IBM PC Reseller Website **w3-02.partner.us.pc.ibm.com** for internal IBMers. ALL PC products listed here with C-Costs given.*
- ▶ *Use the Lotus Notes' databases for IBM PC PartnerInfo:*
  - 1) *US Catalog database gives product specifications and PRICING. Can key in product number on Search Bar for easy access.*
  - 2) *Marketing Essentials database (com-pilation of PC marketing materials). PC prices lists, product guides, etc.*
  - 3) *Announcement Letters database lists all PSG announcement letters for the last 2 years.....announcement letters list initial pricing and any price drops that occur.*
  - 4) *US Supply database lists pricing of ALL products.*
- ▶ *Try the IBM PSG Automated fax documents list pricing.*
- ▶ *Use the IBM SSC (Sales Solution Center) for Reseller coverage and give pricing.*



## Frequently Asked Questions (FAQs), continued

### Products, continued

#### Part Numbers of IBM Products

Is there a catalog of IBM products that includes part numbers?

- ▶ Consult the **IBM PSG PC Product Guide**.....book format sent bi-monthly, first of month, to ALL authorized IBM Business Partners and IBM Sales/ Marketing staff. **Pocket Guide** (smaller edition) sent during in-between months.
- ▶ Use the IBM ConfigXprt.....PSG's electronic PC Configurator. Gives all part numbers. Download from **w3.pc.ibm.com/catalog/salesautomation.html**.
- ▶ Use the IBM Netfinity Rack Configurator, PSG's electronic rack configurator. Gives all rack part numbers.
- ▶ Use the Lotus Notes' IBM PartnerInfo databases:
  - 1) Marketing Essentials
  - 2) US Supply
  - 3) US Catalog
  - 4) Announcement Letters
- ▶ Visit the IBM PC Reseller Website at **w3-02.partner.us.pc.ibm.com**.
- ▶ Visit the IBM Commercial Website at **www.us.ibm.com/netfinity**.
- ▶ Call the IBM PSG Automated Fax System at **800-IBM-4FAX**.
- ▶ Contact Techline at **888-426-5525** and follow prompts.
- ▶ Obtain the latest version of PCQREF from the IBM Fax Information Service. PCQREF (IBM Personal Computer Quick Reference Guide), a source of information about IBM products, contains data on system units, displays, networking, features, and options.
- ▶ Call IBM Software Solutions Services at **800-992-4777**.

## Frequently Asked Questions (FAQs), continued

### NETWORKING

#### Network Modeling

What if my customer needs performance benchmarks and modeling of the future LAN implementation?

- ▶ *Contact the PSSC at **800-547-1283** for benchmarks and consulting/perform services.*
- ▶ *To test the compatibility of your LAN configuration, contact Software Solutions Services at **800-992-4777**.*

#### NOS Design

Who can help me recommend a NOS that is technically accurate and valid for my customer's requirements?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*

#### Multivendor Network Design

My customer has multiple OEM products installed and plans to add more to this open systems environment. Who can review the solutions for technical validity?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*
- ▶ *Contact the IBM Open Systems Center for multivendor networking services at tie line **522-OPEN; 817-962-6736**.*

#### Network Configuration

My customer wants to set up a server environment using NetWare 4.1 to support 4500 users on a single campus. Who can help me with recommendations on setting up and configuring the servers?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*

#### Capacity Planning

Who can help me evaluate a customer's current installation to recommend future growth plans?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*
- ▶ *Contact IBM Software Solutions Services at **800-992-4777** (specific technical questions).*
- ▶ *Contact Capacity Planning at **800-426-4682** with specific planning questions.*

#### Network Optimization

My customer has a mixed NT /NetWare network and is adding 500 users to the LAN. Who can review the current installation and give me technical tips for optimizing this network?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*

## Networking, continued

### Network Migration

My customer has concerns about migrating a LAN Server network running on Compaq servers to Windows NT on Netfinity Server 7000s. Who can help?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*
- ▶ *For Services assistance, contact the PSSC at **800-547-1283**.*

### Network Sizing and Performance

My customer has questions about performance and sizing for a Lotus Notes network. Where can I get help in answering these questions?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*

## COEXISTENCE AND INTEGRATION

### Coexistence Information

What IBM and OEM products are specifically Netfinity Server-compatible, and what are the technical issues that should I be aware of?

*Coexistence and compatibility information is often addressed in the announcement letters; however, for specific technical questions:*

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*
- ▶ *View information on the Web site at **[www.pc.ibm.com/us/compat/](http://www.pc.ibm.com/us/compat/)***

### OEM and IBM Cross-Systems Coexistence and Integration

My customer has installed or plans to integrate third-party products. Who can look at the solution I am recommending and tell me what the "look out fors" are?

- ▶ *Contact Techline at **888-426-5525** and follow prompts.*
- ▶ *Contact IBM Software Solutions Services at **800-992-4777** with specific technical questions.*
- ▶ *Contact the Open Systems Center for multivendor networking services at tie line **522-OPEN; 817-962-6736**.*

**Helpful IBM Phone Numbers** The following numbers can help you find your way around. If you discover other helpful numbers, please let us know, so we can include them in the next version. Contact Clay Burns at tie line 522-5624 or on Lotus Notes: CDBURNS at IBMUSM24.

## IBM PHONE NUMBERS

### General Information

IBM General Information 800-426-3333

### Product Information

IBM Fax Information Service 800-426-4329

IBM Independence Series Info. Center 800-426-4832

IBM Independence Series Info.  
Center (TDD/Hearing Impaired) 800-426-4833

IBM OS/2 Info. and Sales Line 800-342-6672

IBM PSG Automated Fax System 800-426-3395

Lexmark Autom. Fax Info. Service 606-232-2380

### Purchasing and Ordering Information

IBM Direct Networking Catalog Sales 800-426-2255

IBM Customer Fulfillment 800-426-4338

IBM Personal Systems Group 800-426-2968

IBM Aptiva and ThinkPad  
Information and Dealer Locator 800-426-3377

### Service and Support

IBM Chemical Control Information 800-426-4333

IBM End User Supt. (Exist. Contract) 800-825-8737

IBM Global Information Network 800-727-2222

IBM Health Effects Hotline 800-745-2200

### Service and Support, continued

IBM OPEN Systems Center 817-962-6736

IBM Parts Order Service 800-388-7080

IBM PSG Bulletin Board System 919-517-0001

IBM PSG HelpCenter ("HelpWare") 800-772-2227

IBM PS Support Family Mktg. Ctr. 800-799-7765

IBM "SupportLine" for Customers 800-992-4777

IBM TALKLINK Info/Registration 800-547-1283

IBMLINK Customer Support and  
Automated Help Desk 800-543-3912

IBM Solution Developer Program 800-627-8363

### Consulting Services

IBM AntiVirus Services/Support 800-742-2493

IBM Capacity Planning Services 800-426-4682

### Education and Publications

IBM Corporate Technical Journals 800-426-5687

IBM Education and Training  
(800-IBM-TEACH) 800-426-8322

IBM Software Manufacturing Solutions  
and Pub Support 800-879-2755

Delivery Center (Fax Orders) 800-284-4721

IBM *TCdigest* Support Newsletter 817-962-7379

## Helpful IBM URLs

The following URLs can help you find your way around.

### IBM NETFINITY SERVER WEB SITES

IBM PSG Home Page	<a href="http://www.pc.ibm.com/us/">www.pc.ibm.com/us/</a>
Netfinity Servers	<a href="http://www.pc.ibm.com/us/netfinity/index.html">www.pc.ibm.com/us/netfinity/index.html</a>
Server Machine Types	<a href="http://www.pc.ibm.com/us/netfinity/index.html">www.pc.ibm.com/us/netfinity/index.html</a>
Server Options	<a href="http://www.pc.ibm.com/us/netfinity/index.html">www.pc.ibm.com/us/netfinity/index.html</a>
Server News	<a href="http://www.pc.ibm.com/us/news/news.html">www.pc.ibm.com/us/news/news.html</a>
Server Services/Support	<a href="http://www3.pc.ibm.com/support">www3.pc.ibm.com/support</a>
Server Files/Tips/Drivers	<a href="http://www3.pc.ibm.com/support">www3.pc.ibm.com/support</a>
Server-Related Links	<a href="http://www3.pc.ibm.com/support">www3.pc.ibm.com/support</a>



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### IBM TECHNICAL SUPPORT WEB SITES

WWQ&A on ViewBlue	<a href="http://w3.viewblue.ibm.com">w3.viewblue.ibm.com</a>
Techline	<a href="http://w3.techline.ibm.com">w3.techline.ibm.com</a>
Competeline	<a href="http://w3.competeline.ibm.com">w3.competeline.ibm.com</a>
Technical Support Information	<a href="http://w3.ibm.com/support">w3.ibm.com/support</a>
IBM Redbooks	<a href="http://www.redbooks.ibm.com">www.redbooks.ibm.com</a>
Solution Assurance	<a href="http://pscc.sl.dfw.ibm.com">pscc.sl.dfw.ibm.com</a>
IBM TCdigest OnLine	<a href="http://pscc.dfw.ibm.com/tcp">pscc.dfw.ibm.com/tcp</a>



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**Important Contacts** Sometimes you have a question that doesn't fit into the "easily answered" category. When this happens, consult the list of contacts below.

### AREA NETFINITY SERVER SALES MANAGERS

**Area 2** Mace Koury TL 376-5215  
*Notes Mail . . . . . Mace Koury/Southbury/IBM@ibmus*

**Area 2** D. Tenney Browne TL 247-2660  
*Notes Mail . . . Tenney Browne/Mount Pleasant/IBM@ibmus*

**Area 4** Curtis Cade TL 896-6894  
*Notes Mail . . . . . Curtis Cade/Southfield/IBM@ibmus*

**Area 5** Nancy Huetteman TL 261-5819  
*Notes Mail . . . Nancy Huetteman/Chicago/IBM@ibmus*

**Area 5** Bob Kirby TL 261-4524  
*Notes Mail . . . . . Bob Kirby/Chicago/IBM@ibmus*

**Area 7** Heath Morgan TL 888-3947  
*Notes Mail . . . . . Heath Morgan/Atlanta/IBM@ibmus*

**Area 7** Eric Schnatterly TL 671-4734  
*Notes Mail . . Eric Schnatterly/Jacksonville/IBM@ibmus*

**Area 10** Carolyn Reimer TL 656-5042  
*Notes Mail . . . . . Carolyn Reimer/Denver/IBM@ibmus*

**Area 11** Gretchen Torres TL 925-5169  
*Notes Mail Gretchen Torres/San Francisco/IBM@ibmus*

**Area 11** Steve White TL 473-4717  
*Notes Mail . . . Steve White/San Francisco/IBM@ibmus*

**Federal** Michelle Rudnicki TL 262-1398  
*Notes Mail . . . Michelle Rudnicki/Bethesda/IBM@ibmus*

**Canada** Bev Crone TL 886-4003  
*Notes Mail . . . . . Bev Crone/Markham/IBM@ibmus*

## Important Contacts, continued

### AREA NETFINITY SERVER *PRE-SALES* MANAGERS (for Top Focus Accounts)

<b>Area 2</b>	Sam Ibrahim	TL 320-9856
<b>Area 4</b>	George Jones (acting)	TL 522-4584
<b>Area 5</b>	Barbara Mathews	TL 261-3607
<b>Area 7</b>	George Jones	TL 522-4584
<b>Area 10</b>	Elsa Alvarado	TL 522-6737
<b>Area 11</b>	Mike Wheeler	TL 473-2100
<b>Federal</b>	George Jones	TL 522-4584

### POST-SALES AREA MANAGERS

<b>Areas 2, 7, and Federal</b>	Heidi Kessler	TL 243-2699
<b>Areas 4 &amp; 5</b>	Pat Corirossi	TL 261-4277
<b>Areas 10 &amp; 11</b>	Kevin Bates	TL 522-5767

### AREA SERVER MANAGERS OF SERVICE (ASMS) can help resolve service and TSS-related issues:

<b>Area 2</b>	Gary Salerno	TL 295-7420
<b>Area 4</b>	Fred Smith	TL 363-6394
<b>Area 5</b>	Sam Adkins	TL 261-6257
<b>Area 7</b>	Jim Barrier	TL 671-4567
<b>Area 10</b>	Randy Knapp	TL 345-1260
<b>Area 11</b>	Cliff Stammich	TL 939-9286

### KEY CONTACTS

Bob Gress, Netfinity Sales Operations, Technical Support & Customer Satisfaction	TL 450-0019
Pamela Porter, Manager, Personal Solutions Systems Center	TL 522-8505
Clay Burns, Manager, Netfinity Pre-Sales Support (NATS Dallas)	TL 522-5624
Andrew Flanagan, Manager, PSG HelpCenter/Networking	TL 255-0651
Angelo Reid, Manager, Techline (Netfinity/PSP)	TL 542-6982