



At your service...Differentiation beyond technology

Executive Summary

When you make IT investment decisions, it's important to know that you have a total service and support package—one that provides the most coverage and the best warranty and that provides service wherever and whenever you need it. IBM's service and support package for industry-standard enterprise servers is designed to meet your business needs. Whatever your situation—whether you're installing a new server or managing day-to-day operations, or when you need more to be the most competitive—IBM's highly trained team of experts is there to help you keep your business up and running and to keep you moving ahead.

Clearly there is a growing awareness of IBM's promise of value—to provide our customers with service and support that is the easiest to use and access worldwide. And with that awareness, IBM stands above the others on a new field of competition for enterprise servers, judged not merely by price, but by *value*. As the industry leader in service and support for business-critical systems and products, IBM continues to improve and expand the services you've come to expect.

This paper describes the importance of business-critical service and support and the advantages of doing business with IBM.

The IT Paradox

Today's information technology customers are faced with a paradox. They want industry-standard server solutions but can't afford to sacrifice the availability and reliability that their business-critical applications demand. Whether launching a business from the Web or extending their current IT investments, customers have the same demands of keeping their businesses up and running 7 days a week, 24 hours a day, 365 days a year. IBM has adapted its large-system experience to the IBM Netfinity® and PC Server offerings, providing a level of performance, reliability and capabilities otherwise unavailable in today's industry-standard server marketplace.

Over the years IBM has earned its reputation as a leader in:

- w** Designing powerful and scalable systems for business-critical, data-intensive environments
- w** Creating solutions that enhance systems and applications availability
- w** Building a technical support infrastructure that includes skills, tools and procedures for service and support worldwide

Support and service for your business-critical environment

Built on experience gained from decades of large and midrange system leadership, IBM's Netfinity and PC Server systems allow businesses of all sizes to build a reliable foundation for their networks—without sacrificing availability and reliability.

IBM is committed to continued enhancements of our Netfinity and PC Server systems by delivering outstanding **power**, **scalability**, **control** and **service**. Focusing on all aspects of network computing enables IBM to help you drive down total cost of ownership.

Business-critical Support and Service

IBM offers the best server support in the industry. For years IBM has been a leader in large and midrange system service and support, bar none. Now with that same expertise and focus on our Netfinity and PC Server products, we have enhanced our field service and support infrastructure. We're offering an integrated system that provides you with high-availability service and support, designed and optimized to meet your business needs.

IBM is uniquely qualified to deliver a caliber of service and support that allows businesses to concentrate on doing their business. The statistics are impressive:

- w** 110,000 people worldwide deliver IBM service and support in 164 countries.
- w** 2500 IBM support specialists handle customer and Business Partner calls in 17 languages from our 10 HelpCenter® facilities around the world.
- w** Maintenance parts are available from IBM's 144 parts-stocking locations in the U.S. and 479 worldwide.
- w** More than 4000 IBM and Business Partner specialists have been rigorously trained in the TechConnect® certification program for IBM Netfinity and PC Server systems.

As you can see, we offer the most widespread global support and highly trained personnel available. This kind of coverage can make your life easier, as well as reduce potential risks for your business. But that's not enough. We're continuing to improve our field service and support delivery, always keeping your business-critical needs in mind.

Using a large-system-like business model, IBM continues to improve service and support for our Netfinity and PC Server systems. Our focus includes increasing availability of maintenance parts; providing support specialists at the local, regional and area levels; and assigning customer service representatives and technical support managers to your business.

Our service and support offerings cover all your needs from pre-sales to installation to post-sales, and include remote, electronic and on-site support. Our goal is to offer you the best possible solution to meet your business requirements. We want to highlight some of the service and support offerings that differentiate IBM when you consider purchasing industry-standard servers. They include:

- w** A 3-year, limited on-site warranty including predictive-failure coverage
- w** Netfinity Manager™, a management tool that provides comprehensive system controls
- w** An integrated approach to quality, including a team whose mission is to focus on reliability, availability and serviceability of systems and products throughout the life cycle

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w Options by IBM, which assume the warranty term of the Netfinity server in which they are installed

Quality...An Integrated Approach

The IBM Netfinity family of servers and their associated subsystems offer quality that is among the best in the industry. This high level of quality begins with the IBM Netfinity Integrated Product Development (IPD) teams. The teams include design, development, systems testing, manufacturing and service planning and extend through our Business Partners to warranty, support and service. Early involvement of design, procurement, manufacturing, testing and support teams establishes the nature and extent of tests each new product must undergo before IBM is convinced that the product is measurably better than its predecessor and, therefore, may bear the IBM logo.

Adherence to stringent processes leads to compliance with the requirements of applicable agency approvals and certifications. These processes are followed during the life cycle of all IBM Netfinity products. They foster the repeatable delivery of the highest-quality products, providing the systems required to support customers' growing, business-critical applications.

Reliability, Availability and Serviceability...Building on Experience

IBM's Reliability, Availability and Serviceability (RAS) team understands the kinds of problems you encounter in your business. The RAS team is structured to provide input throughout all stages of the product life cycle—beginning with product concept and continuing through development and delivery. This team also provides input for the maintenance packages and tools our service providers use, ensuring high availability and, when problems do arise, that they are fixed quickly with the least amount of unscheduled outage. This approach helps ensure that our products have the best quality as they're being manufactured, and that reliability, availability and serviceability are built in and will continue after a product is delivered to you.

Diagnostics...Defining a New Standard for the Industry

In the industry-standard server market, systems and network environments continue to grow in complexity. When your system has a problem, you need to get it fixed quickly. The key to getting your system up and running again is having the ability to identify the problem as fast as possible and implement a solution.

When it comes to service and support, industry standards are not enough. That is why our diagnostic team is moving from industry-standard tools to an IBM-developed solution that is customized for specific products. This is designed to improve problem determination and fix time while reducing critical system downtime if a problem occurs. Our service providers are knowledgeable about these tools and have the skills to operate in complex business-critical network environments.

In addition, diagnostics have moved from a hardware-only focus to include software, allowing for real-time error detection. Capturing soft and intermittent errors as they occur and logging them for action later reduces the need to take a system down and interrupt your business. Using a strategy that takes our large-system knowledge, expertise and functions and adapts them into Netfinity servers, IBM is providing solutions to assist you in preventing unscheduled outages. Some of the functions include:

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- w Real-time error detection
- w Remote console capability
- w Remote diagnostics
- w Unattended diagnostics
- w Enhancements to Predictive-Failure Analysis (PFA)

Pre-sales Support: The Right Business Solution... The First Time

Solution Assurance...Simplifying Complexity

Designing and installing a complex network business system can be daunting. To design the best system for your needs, IBM offers a pre-sale/pre-installation Solution Assurance program. During the pre-sale phase, we use a series of questions, checklists and road maps to gather your requirements and select products, options and configurations. We also evaluate compatibility and offer a proof-of-concept review. Next we recommend a solution customized for your business needs. Then we move into the pre-installation phase to help you prepare for your installation. The pre-installation process includes recommendations for physical site planning and education. We also recommend systems-management and account-management processes that will assist you in improving your systems availability and help you manage your IT assets.

ServerProven...Focus on Your Business, Not on Compatibility Issues

The IBM Netfinity ServerProven™ program takes the complexity out of configuring, installing and setting up options, network operating systems and applications. We've carefully tested hundreds of products from Options by IBM (OBI) and other leading industry vendors such as 3Com, Adaptec, Madge, SMC and Symbios for compatibility with IBM Netfinity products, so you can add new capabilities with confidence. The results are published in a comprehensive list and updated frequently on our Web site. The products are listed as ServerProven to operate in the environments tested.¹

And we have expanded our ServerProven program to incorporate ServerProven solutions, a commitment by IBM to work with independent software vendors and industry-leading hardware manufacturers to provide you with fully integrated solutions that meet your business needs. Comprehensive testing of both the software applications and hardware products during the development cycle of IBM servers will provide you with improved performance, simplified installation and guidelines for the correct configuration to meet your business requirements.

A complete list of ServerProven Solutions and ServerProven options can be accessed at www.us.pc.ibm.com/compat.

Configurator Aids

IBM Netfinity provides a full range of electronic and paper configuration aids to help make system planning easier. Through ConfigXprt and the IBM Netfinity Rack Configurator, you can configure a system up to a rack suite electronically. The Server Paper Configurator is an easy way to configure a Netfinity server when time is of the essence.

Installation and Setup Support: Quick and Easy System Setup

Start Up Support...For Hardware and Software for 90 Days

In addition to our warranty coverage, IBM's HelpCenters offer 90-day IBM Start Up Support to help you get your Netfinity or PC Server up and running.

Included with the purchase of any IBM Netfinity or PC Server is a comprehensive support program designed to speed installation of both hardware and system software, as well as assist in resolving other technical challenges associated with the installation of new systems. To maximize the value of your investment and resolve complex issues, IBM has expanded its network operating system (NOS) coverage to 90-day IBM Start Up Support. During the first critical 90 days from installation, you'll receive installation, setup and configuration support for:

w IBM Netfinity and PC Servers

w Network operating systems, including:

- Novell NetWare
 - OS/2® Warp Server
 - Microsoft® Windows NT®
 - SCO OpenServer and UnixWare
 - NCD WinCenter and WinFrame
- Selected network interface cards (NICs), such as IBM, 3Com, Madge Networks and Standard Microsystems Corporation (SMC)

ServerGuide...Software to Get You Going

ServerGuide is shipped with every IBM Netfinity and PC Server. ServerGuide's built-in intelligence recognizes machine types and models as well as software versions and other hardware criteria. As a result, ServerGuide offers installation and configuration choices that are for your system and its custom configuration.

Recognizing that changes are made to BIOS, device drivers and other firmware over time, ServerGuide includes the Update Connector function to enable you to periodically check for updates customized for your system's configuration. This is another function by IBM designed to help you reduce the manageability costs associated with server systems so that your servers are operating optimally.

To help administrators, ServerGuide provides tools such as Diskette Factory and Book Factory. Diskette Factory provides a full library of device drivers tested and approved for your IBM server. With a few clicks of a mouse, you can create diagnostic, device driver and many other diskettes for IBM Netfinity and PC Servers. Book Factory allows you to view or print documentation about IBM servers, software integration, Netfinity Manager™ and more. Aside from these tools, ServerGuide also includes a variety of application programs such as Lotus® Domino™, ServeRAID Monitoring Utility, Cluster System Management and others.

Also included is IBM's award-winning Netfinity Manager systems management software, designed to manage IBM PC systems by enabling native integration with other leading management products.

Post-sales Support: High-availability Systems

3-year Limited Warranty...Including Predictive-failure Coverage

You never know where or when business-critical problems will occur. IBM stands behind its server products with a 3-year, on-site warranty*. This leading-edge warranty includes hardware problem-determination performed on-site, as well as remotely, with IBM's latest technology and tools. Labor and IBM parts are covered for the full duration of the warranty period, including parts identified during predictive failure analysis and the installation of required engineering changes. This warranty offers more than the typical industry-standard warranty. For example, when you add Options by IBM to a Netfinity server, they assume the warranty term of the server on which they are installed.

As an IBM customer you are entitled to 7-days-a-week, 24-hours-a-day, 365-days-a-year access² to the IBM HelpCenter for remote phone support of your IBM server hardware products.

*Note:Warranties may vary by country.

IBM HelpCenter...Help When and Where You Need It

IBM has dedicated many resources in its service and support to expand our global reach and innovative use of technology. IBM has major international HelpCenters located in Argentina, Australia, Brazil, Canada, China, Ireland, Japan, Mexico, Scotland and the United States. Advanced technological links and one centralized database allow IBM technicians to share information and solutions worldwide, helping to eliminate potential problems and provide faster, more accurate responses to customer inquiries around the world.

Collectively, 2500 specialists at the 10 IBM HelpCenters offer you technical support. You can reach your IBM HelpCenter by telephone, the Internet, an automated fax system and electronic bulletin boards.

With specialists supporting a variety of network products, our worldwide support teams provide the highest level of skills to meet your needs. The specialists are TechConnect trained, Microsoft certified system engineers, SCO ACE, LAN server engineers and certified NetWare engineers. At a minimum they are Professional Server Specialists, and many are certified as Professional Server Experts.

Hardware support includes not just Netfinity servers, but also select network adapters, routers, bridges, hubs, ATM switches and modems. Software support includes Windows NT, NetWare, OS/2 and UNIX®.

The World Wide Level 2 teams in Japan, Scotland and the United States work in a unique environment that combines all the above skills into a virtual team around the world to give you a total-systems approach to solving problems. This team provides in-depth problem determination, problem source identification and problem re-creation in well-equipped labs. The team has direct access to product engineering for assistance in solving a problem, if required.

IBM has organized its Netfinity and PC Server support teams within the HelpCenters to better serve you. The teams are specialized, focusing on specific hardware product families with integrated software NOS skills. Each team has deep technical knowledge and experience and can re-create customer problems, communicate solutions to all HelpCenter locations worldwide and escalate appropriate issues to product engineering, if needed.

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These teams collectively spend several thousand hours annually in education to improve their skills on server products, obtaining certification on the major network operating systems and for in-depth support for new products as they're announced. The teams also participate in new-product testing, proof-of-concept and benchmarking studies to enhance product quality.

Kirkland Programming Center

The 50,000-square-foot, state-of-the-art Kirkland Programming Center, which opened in 1993 in Kirkland, WA, is an integral part of IBM's PSG. At the Center are over 120 software engineers, test and quality specialists and enterprise solutions support staff whose sole mission is to enhance the interoperability of Microsoft products with IBM products.

IBM has made a major investment in the Kirkland Programming Center and has deployed the resources needed to work hand in hand with Microsoft. Their goal is to ensure that IBM Netfinity servers and other IBM hardware systems are clearly the superior platform for Windows NT and other Microsoft products.

The Enterprise Solutions team provides pre-sales and post-sales non-defect support to IBM marketing teams and enterprise customers. They analyze and document evolving Microsoft software technology opportunities delivered on IBM hardware. They also conduct briefings, manage IBM PSG demonstration systems running Microsoft technology at various industry trade shows, and help customers in the initial design and architecture of new Microsoft technology solutions on IBM hardware. This group is made up of Microsoft Certified Systems Engineers, Trainers and Solution Developers.

Remote Connect... "Call Home" Remote Support

IBM has announced a major enhancement to its service and support for Netfinity servers. Using the latest technology advances delivered by select models of the Netfinity product line, IBM offers a "Call Home" remote support feature in an Intel processor-based server. If your server experiences a problem, it will dial IBM and set in motion the right level of support to keep your system up and running. And, you can select options to have IBM contact you or your approved warranty service provider.

Using the multiple technologies in IBM's newest Netfinity servers, Netfinity Manager software and the system management processor, our support capability allows us to remotely deliver hardware problem determination, launch on-site resources if needed and invoke any level of support, including product engineering, within minutes. Included in this offering is a comprehensive problem-management system that provides tracking, management, escalation and transfer of problem ownership to the appropriate skills required to resolve an issue. For more information visit www.pc.ibm.com/techinfo/6342.

Note: Remote Connect availability is limited to certain mainstream and high-end Netfinity servers (U.S. only) and supports selected network operating systems. Remote Connect is offered exclusively through IBM Global Services.

MoST Connect...A Direct Communication Link to the Experts

Leveraging the latest technology advancements in Netfinity and PC Server systems and Netfinity Manager, IBM increases its on-site support by enhancing the Mobile Solution Terminal (MoST), carried by our server field-service representatives. MoST Connect, provides a direct communication link between the IBM field service specialist at your location and the experts at the IBM HelpCenter. Continuing to improve on-site support, IBM delivers remote-console

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capability with both voice and data communications through a Netfinity or PC Server system's serial port.

MoST Connect allows the HelpCenter support specialist to perform remote problem determination and launch additional resources, including product engineering if required, to solve a server problem. MoST Connect enables the HelpCenter to assemble a pool of skills and be *virtually* on-site to address the most complex problems without delay.

Note: MoST Connect is not yet available in all countries. MoST Connect is offered exclusively through IBM Global Services.

Enhanced Support Services

The Enhanced Support Services (ESS) program offers some IBM customers extended HelpCenter telephone support and toll-free access to our bulletin boards and automated fax system. These advanced services are grouped to handle hardware, software and network support needs quickly and efficiently.

ESS provides customers with:

- Streamlined access to the PSG HelpCenter
- Priority queuing on HelpCenter phone lines so that customers reach product specialists quickly
- Direct access to experienced product specialists
- Toll-free, dial-up access to the PSG Bulletin Board
- Access to more than 6,000 documents on IBM's automated fax system

Customers are nominated by their marketing representative to receive ESS. ESS customers receive an authorization code and PIN for their exclusive use. ESS membership is valid for six months and can be renewed at IBM's option by the PSG marketing specialist.

ESS telephone support is available from 9 A.M. to 9 P.M. eastern standard time, Monday through Friday. Emergency network and server support is available after 9 P.M. and on weekends. The automated fax system and Bulletin Board Services are available 24 hours a day, 365 days a year.*

*ESS may not be available in all geographies.

Electronic Support on the Web...Personalized Just for You

IBM offers a personalized approach to Web-based support, which can dramatically improve data accessibility and reduce the time spent on Web navigation by presenting users targeted information. You can easily access online support, including personalized IBM Web sites customized to your machine type, computing environment and individual interests such as business applications. This capability expands IBM's industry-leading range of electronic support options, enhancing our ability to meet your needs on your terms, providing information when, where and how you want to receive it.

The support Web pages are built with our customers in mind. When you enter your profile with our state-of-the-art system, we'll customize our Web site just for you—right there on the spot!

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This personalized site offers you the ability to tell us about your operating environment. We do all the work to determine which solutions are applicable to you. Whether you want a list of our frequently asked questions (FAQs), technical tips or information on downloading a new driver, you can find it on your IBM customized site in no time.

With our Web-based service, once you enter your profile, the subsequent interactions are personalized to meet your particular needs. And, you'll receive proactive e-mail, alerting you to time-saving hints and tips and product-specific updates such as new BIOS and driver code.

The IBM Web site for electronic support is www.pc.ibm.com/support.

Update Connector...Web Access to the Latest BIOS and Driver Code

Another service on the electronic-support Web site is an automated service for updating your Netfinity and PC Server BIOS and driver files called Update Connector. Update Connector is a quick and convenient way to access the latest available BIOS and driver code. Connecting and executing through the Web, Update Connector searches your system's configuration, determines the levels of BIOS and drivers currently installed and notifies you of the latest levels. At your discretion, Update Connector can send you the latest versions for your system and prepare them for installation at your convenience.

Netfinity Manager...Comprehensive Control of Your Systems

As your business grows and your use of networked business systems becomes more sophisticated, you need a strong systems-management tool to manage your IT assets. Netfinity Manager, IBM's premier systems-management tool for clients and servers, readily gives you large-system-like control in a networked environment.

Netfinity Manager helps you increase systems availability, manage IT assets, minimize the frequency of downtime and reduce support costs. Netfinity Manager, with your choice of system management processors, enables several electronic service and support offerings from IBM. Netfinity Manager also provides drivers that accommodate the latest model features of the IBM Netfinity and PC Server systems. Some of the new features include:

- w** Remote console takeover capability for improved management of remote systems
- w** Enhanced integration with key enterprise and workgroup managers, such as Tivoli™ Management Software, Intel® LANDesk®, Microsoft SMS and Hewlett Packard OpenView
- w** Increased systems monitoring

Education and Training: "A strong foundation to build on"

TechConnect...The Right Solution for Technical Professionals

TechConnect is designed to connect technical professionals to IBM's technical resources and information. We also offer the opportunity to be certified on IBM Netfinity and PC Server technologies, as well as installation of major network operating systems, including NetWare, OS/2 and Windows NT.

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The right solution for the technical professional, the IBM TechConnect program is available in more than 50 countries and is open to all qualified technical professionals. You can choose the level of membership that best fits you and your company's interests and requirements. Join as a **Certification Candidate** or as an **Associate**.

Professionals who want to enhance their technical skills and earn valuable credentials can join as **Certification Candidates**. Two levels of professional certification are available:

- w** *Professional Server Expert (PSE)* level requires, in addition to IBM server technical training, proof of certification for the network operating system of your choice—Windows NT, Novell NetWare or OS/2 Warp Server—and completion of a corresponding IBM server/network operating system course.
- w** *Professional Server Specialist (PSS)* level focuses on operation and support of IBM server products and other networking hardware.

Joining as a TechConnect **Associate** is easy—just send us your membership application. Associates receive quarterly mailings of TechConnect CDs and can participate in the TechConnect Forum online.

To keep up with the latest technology, you need continuous access to reliable technical information. IBM TechConnect for IBM Netfinity and PC Server systems provides you with the resources you need, including expert training and certification. You'll work more efficiently, thanks to multivendor technical support from the IBM HelpCenter—a tangible benefit of TechConnect membership. You'll also have technical data at your fingertips. When you join IBM TechConnect, you'll immediately be linked to the vast technical resources of IBM. Four times per year you'll receive a TechConnect CD brimming with new product information, industry articles, white papers, Redbooks, hot links to our Web page and more! And we'll send you a separate Drivers-and-Fixes CD for quick access to current files.

TechConnect training courses consistently earn high marks from server and networking specialists alike. Offered by the IBM PC Institute at locations around the world, all feature hands-on instruction and real-world problem solving in learning labs equipped with current IBM server products.

Visit our Web site at www.pc.ibm.com/techconnect for details on how to participate.

PC Institute

Key information and training offerings are available through classroom, Internet, satellite, video and audio media. Training includes both technical and service training for TechConnect Certification Programs and Netfinity Service Warranty Authorization. Each level provides hands-on education and training to enhance your skills and proficiency on IBM servers. Visit our Web site at www.pc.ibm.com/pcinstitute.

Fee-based Support: Real Business Value for Your Investment

SystemXtra

IBM SystemXtra is a new life-cycle management offering. SystemXtra provides you **real business value** for your IT investment, including the latest remote manageability, monitoring, security and investment protection technologies that are on many IBM systems. It also includes:

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

*Note: If you qualify and subject to conditions. Eligibility for the Technology Exchange Option is based on total IBM PC hardware acquisition commitment for a 12-month period; minimum qualifying levels apply.

The SystemXtra offering can be packaged with a range of hardware products.

In today's competitive business world, IBM SystemXtra helps you gain the advantage by focusing on your core business, boosting productivity and managing rapid technological change while making the most of your company's time, skills and IT investment. Visit our Web site at www.pc.ibm.com/systemxtra.

IBM Global Services

IBM Global Services has more than 110,000 professionals in 164 countries with ready-to-deliver strategic technology solutions that can help you achieve real business results. IBM Global Services combines services with hardware, software and competitive financing to provide you with a total solution. Whether it's a ServicePac® offering a wide variety of specialized support resources or a ServiceSuite offering an easy way to customize a support plan, IBM Global Services has a proven track record of providing invaluable help to our customers. Visit us at www.ibm.com/services.

Clustering Solution Planning Service...Helping You Plan for High Availability

IBM's Clustering Solution Planning Service provides you with the skills and expertise required to plan and implement a cluster solution for your business needs. Included in this offering are:

- w** A survey to identify prerequisites, corequisites and post-requisites
- w** Project planning, management and tracking

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- w** Identification of required technical resources and system, network and software requirements
- w** Assistance with software installation, naming conventions and drive letter assignments
- w** Verification testing
- w** Documentation and review, at completion

Visit our Web site at www.pc.ibm.com/netfinity/clustering.

Additional IBM Service Offerings

Complementing IBM's already extensive list of service and support capabilities is a robust package of network and server-based services. Packaged and customized offerings provide you a total suite of network solutions for your business, including:

- w** Network design services
- w** Connectivity, cabling and fiber services
- w** Network monitoring and management services
- w** Systems management services
- w** Asset management
- w** Site readiness, UPS, environmental and HVAC services
- w** Relocation services
- w** Capacity and performance planning
- w** Help-desk services
- w** End-user support
- w** Education
- w** Disaster and business recovery
- w** Backup and restore services
- w** Out-sourcing
- w** Warranty upgrades and post-warranty maintenance agreements

For more information and a complete list of offerings, contact your local IBM Business Partner or IBM Service Representative.

Conclusion

When business is critical, it's critical to have IBM working for your business. Technology is intended to help people focus on their businesses, but keeping up with the technology can be a challenge. IBM meets that challenge every day on every IBM Netfinity and PC Server product, with the broadest array of technical support and services in the world. From our worldwide HelpCenters to our proactive programs and extensive service offerings, IBM offers you the true benefits of IT ownership. That's the tangible advantage our customers choose when they do business with IBM. It's just better business.

Additional Information

For more information on IBM Netfinity directions, products and services, refer to the following white papers, available from our Web site at **www.ibm.com/netfinity**.

Lotus Domino Clusters Overview

Lotus Domino Clusters Installation Primer

Integrating IBM Netfinity Manager with Intel LANDesk Server Manager

IBM Netfinity System Management Processor

IBM Netfinity Hot-Plug Solutions

IBM Netfinity Storage Management Solutions Using Tape Subsystems

IBM Netfinity Technology Trends and Directions

IBM Netfinity Servers and Intel Architecture

IBM Netfinity 8-Way SMP Directions

IBM Netfinity Cluster Directions

IBM Netfinity Fibre Channel Directions

IBM Netfinity Ultra2 SCSI Directions

IBM Netfinity Server Quality

IBM Netfinity ServerGuide for Netfinity and PC Server Systems

IBM Netfinity Predictive Failure Analysis

Integrating IBM Netfinity Manager with Microsoft Systems Management Server

Implementing IBM Netfinity Server Management

At your service...Difference beyond technology

IBM Netfinity System Management for Servers

Support and service for your business-critical environment



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¹Warranty and support (if any) for ServerProven products are provided by the third-party manufacturer/supplier.

²Response times will vary.

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