IBM Remote Technical Support

w IBM Support Family of Services

For continuing software Technical and defect Support, Network Station is included in the IBM Support Line Services for the S/390, AS/400 and RS/6000 platforms. If you already have a Support Line contract for one of these platforms, support for the Network Station is automatically included The Family of Services offers a menu of technical support services to enhance systems availability and productivity by providing direct access to IBM Technical Specialists.

For more information about Support Line for S/390, AS/400 and RS/6000, contact the IBM Support Family Marketing Center at: 888-426-4343, select option #3.

w ServicePacs

This service provides remote technical assistance with setup, installation, configuration, and problem determination for the Network Station PC environment. ServicePacs may be purchased from your PC Dealer in blocks of 5, 10, 25, and 50 "solutions". For a complete list of products supported, call 800-IBM-4FAX and request documents #7757 and #7758.

For more information on ServicePacs, please contact your IBM Business Partner.

IBM Global Services

IBM Global Services is the world's largest and most versatile IT services company with more than 120,000 employees, a strong Network of Business Partners, and presence in 164 countries. It can provide a single source for multiple product related services addressing both local and global requirements.

The following packaged service offerings are available:

w SmoothStarts

Available across all of the IBM server platforms: S/390, AS/400, RS/6000, and the PC, the IBM SmoothStart Services are installation services designed to accelerate the productive use of your IBM Network Station. There are two SmoothStarts available: Network Station Manager and Network Station Boot Server.

w Healthcheck

Planning Services for the IBM Network Station for S/390, AS/400, RS/6000 and PC Server provides you with compatibility research into your licensed software products, helping to ensure a smooth transition to the new Network Centric Computing environment.

w For more information about these and other IBM Product Services for the IBM Network Station, please call 1-800-IBM-4YOU (1-800-426-4968) and ask for Express Services.

Additional Services

w Systems Management and Network Services

To allow you to establish effective management for your Network Station environment, IBM offers consultancy, design and implementation services to address your systems and network management requirements. These services not only assist your migration to the IBM Network Station, but can also help you gain additional benefits by improving the way you manage your overall systems.

w Connectivity Design and Implementation

A complete cabling system offering to include products and services to fulfill your current and future needs in connectivity including LANs, WAN, and Cabling. It also includes a consultancy offering on how you can transition from existing twinax and coax cable systems to take advantage of the Network Centric Computing environment.

w Network Computing Solutions

e-business can dramatically improve your competitiveness and speed the time to market.

IBM's Network Computing Solutions team provides expertise and customer assistance in the design, implementation and maintenance of complex network based computing solutions. We have unique skills to help you move your core business to the Internet and count on it to be secure, to be available, and to be reliable.

w IBM Global Financial Services

IBM provides worldwide customer financing in 43 countries, and with more than 17 years of experience and over $32 billion of assets under management.

w Contacts

For more information on all these offerings can be obtained by calling 1-800-IBM-4YOU (1-800-426-4968) and asking for Express Services, from your local IBM representative or via the referenced Web sites.

w Education and Training

IBM Education and Training will be offering cross platform technical overview classes, workshops and platform specific implementation classes. You can refer to the IBM course catalogue or access information about these classes at our internet site:
www.training.ibm.com/ibmedu - choose your country, Search Catalogue for "Network Station" then call 800-IBM-TEACH for class availability, schedules and to enroll.

w IBM is offering a no fee technical class for Customers scheduled for Feb 9-13, 1998 and March 9-13, 1998. This 5 day class offers 2 days of technical information on code common to all the platforms which will be a prerequisite for the remaining 3 days dedicated to platform specific (your choice) installation training.

For more information about these classes or to enroll, call 504-587-2351.

We're also on the Web...

w For more information about IBM Services and the IBM Network Station can be found as follows:

IBM Network Station General Info:
-   **www.pc.ibm.com/networkstation**

IBM Network Station Support and Services:
-   **www.pc.ibm.com/networkstation/support**

IBM Customer Education & Training:
-   **www.training.ibm.com/ibmedu**

IBM Financial Services:
-   **www.financing.ibm.com**

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This guide was produced January 30, 1998 by the IBM Network Computer Division, Somers, NY. For the most current version, check the following Web site:

IBM
Technical Support and Services
for the
IBM Network Station
(United States)

IBM Network Computer Division
http://www.pc.ibm.com/networkstation

**A guide for
IBM Customers**