

Overview

- w The IBM Network Station is primarily sold by Business Partners (BPs), rather than by IBM directly, in a two-tier distribution channel. The relevant Business Partner (Reseller) is the primary point of contact for a customer and should always be involved in resolving customer questions.

Sales Support

- w IBM Client Reps, Sales and Marketing Specialists should contact **Techline** to help determine which solution best fits your customer's needs. They provide "soup to nuts" marketing sales support for the IBM Network Station.

There are several ways to submit a request:

- ♦ w3.techline.ibm.com
- ♦ TECHLINE on VM command line
- ♦ ATLVMIC1(COMPLINE)
- ♦ compline@ibmus
- ♦ tie line 445-6500 (Option #8) / 445-6147 (fax)

- w For additional technical sales support there are Brand Sales Specialists in each area as well as Field Technical Sales Specialists (FTSSs). Choose "Technical Support" and look under "Telephone and Electronic Support" on our internal website to find the specialist in your area:

networkstation.hursley.ibm.com/support

- w For "systems assurance" advice on a proposed system, use **eSAR** the electronic Systems Assurance Review tool which can be accessed from our Technical Support & Services web site by selecting: **ONLINE RESOURCES / eSAR**

Usage and Defect Technical Support

- w For installation and technical support, use HONE ASKQ or the online WWQ&A database (VIEWBLUE) at <http://w3.viewblue.ibm.com>

Questions should be researched in the existing ASKQ database using the following search words: NS390, NSAS4, NSRS6, and NSPC before submitting a new Ask Question / Support question.

- w Telephone support for the Network Station is automatically included through the normal **Support Line** contract your area has for the server platforms: S/390, AS/400 and RS/6000. Call Support Line for the server platform from which the Network Station was booted.

For the PC/NT environment, call the IBM PC Company HelpCenter (800-772-2227) for assistance.

- w A technical support and services internal **web site** is also available at:

networkstation.hursley.ibm.com/support

This site is designed to be your starting point to collect all the IBM Network Station technical support and services information you need for your customers and for yourself. Online links to relevant information, tools, contacts and other web sites are contained throughout the site to help you get your job done quickly and efficiently.

Education

- w A free technical class for IBMers and Business Partners is scheduled for Feb 9-13, 1998 and March 9-13, 1998. This 5 day class offers 2 days of common code technical information 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. As additional classes for Network Station become available, the content, schedules and information to enroll can be found in MSE or at our Technical Support & Services web site by selecting: **TECHNICAL EDUCATION**

Services

- w IBM Global Services has some chargeable Product Support Services for the planning (Healthchecks) and installation (SmoothStarts) of Network Stations. Details of these may be obtained from our Technical Support & Services web site by selecting: **FEE SERVICES / Product Support Services**

Sources of internal information about the IBM Network Station on the Web

General Information:

- networkstation.hursley.ibm.com

Technical Support & Services Information:

- networkstation.hursley.ibm.com/support

Sources of customer information about the IBM Network Station on the Web

General Information:

- www.pc.ibm.com/networkstation

Technical Support & Services Information:

- www.pc.ibm.com/networkstation/support

Sources of Business Partner information about the IBM Network Station on the Web

General Information:

- www.pc.ibm.com/networkstation/bp

Technical Support & Services Information:

- www.pc.ibm.com/networkstation/support/bp

IBM U. S. contacts for the IBM Network Station

U. S. Sales Executive:

Bob Plate

607-757-6262

RPLATE@US.IBM.COM

IBM Network Station World wide Technical Support & Services Executive:

Richard Plant

919-301-3851

PLANTR@US.IBM.COM

w The IBM Network Station Family Product Information Guide gives a perspective of the products, the potential markets and a technical overview, all in 30 pages. It is recommended for sales or technical staff. It can be obtained at: nc.hursley.ibm.com/ibmncpig.htm

w The IBM Network Station Technical Guide provides up-to-date information on understanding, configuring, installing and using the IBM Network Station on all associated IBM servers. Application development, porting, and enablement is also included. An online version of this paper can be found at our Technical Support & Services web site by selecting: **ONLINE RESOURCES / Documentation / Publications / Other References**

w For more in-depth information about support and services available to your customers for the IBM Network Station, call 800-IBM-4FAX and request the following documents:

#8248 - Information & Resources for IBM Customers

This guide was produced January 30, 1998 by the IBM Network Computer Division, Somers, NY. Three of these brochures were created, one each for IBMers, customers and business partners. For the most current version of these, check the following web site:

<http://networkstation.hursley.ibm.com/support>
Quick Reference Guide

Technical Support for the IBM Network Station (United States)



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

**A guide for
IBM Staff**