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. The BP is able to get support from their distributor and from IBM.

w   Support for the IBM Network Station should be obtained using the normal processes for a channel product. Distributors, Solution Providers, etc. (those that buy directly from IBM) should use *PartnerLine* for support. Business Partners (those that do not buy directly from IBM) can get support from their Distributor or purchase *Support Line* or *ServicePacs* for installation, usage, code defects and other How-Tos. The Business Partner can purchase Support Line contract for themselves at a discount. They can also pass leads to the Support Family Mktg Center and receive a lead fee if the customer purchases an annual contract.

w   A technical support and services Business Partner web site is also available at:
    www.pc.ibm.com/networkstation/supportbp

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   IBM is offering a no fee technical class for Business Partners and IBMers 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.

IBM also offers customized Network Station Sales classes for Business Partners which can be held at either an IBM location or on-site at the Business Partner location.

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 will be posted at our website:
www.pc.ibm.com/networkstation/supportbp

Sales Support

w   Business Partners should use their current entitlement to sales support through *PartnerLine* (800-426-9990), *NETeam* (800-426-7472) and *BESTeam* (800-426-1822). PC Dealers should contact the IBM PC Company *HelpCenter* (800-426-7763) for IBM Network Stations attached to a PC Server. The IBM Network Station is included in the IBM Business Partner Agreement - Dealer Exhibit (Z125-4097) and in the Business Partner Exhibit (Z125-5505).

w   Sales support can help you determine which solution best fits your customer's needs by:
    ◆ Analyzing customer requirements and making the right recommendations
    ◆ Designing an overall solution and/or system configuration
    ◆ Providing product, pre-requisite, co-requisite and feature information
    ◆ Researching hard to find details

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   Technical support to Business Partners and customers for Network Stations is available within the normal IBM **Support Line** service offerings for S/390, AS/400 and RS/6000. If the Business Partner or customer already has a Support Line contract for one of these platforms, support for Network Station is automatically included. A Business Partner or customer should contact the relevant Support Line for the server which provided software to the Network Station when it was booted up.

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   For the PC/NT environment, the "IBM Remote Technical Support" **ServicePac** offers remote technical assistance with setup, installation, configuration and problem determination. ServicePacs are available exclusively from IBM Business Partners. PC Dealers can contact the IBM PC Company HelpCenter (800-426-7763) for the Network Station attached to an IBM PC Server.

Services

w   IBM Global Services has some chargeable Product Support Services for the planning and installation of Network Stations. These may be sold by the Network Station Business Partners. Details of these may be obtained from our Technical Support & Services web site by selecting:
FEE SERVICES / Product Support Services

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. channels contact for the IBM Network Station

North America Channel Sales Executive:
Doug Pearson
301-803-3503
DLPEARS@US.IBM.COM

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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 from the Business Partner General Information Web site.

w   **IBM Business Partners** can call today and order of the CD-ROM containing the Network Station Software for the S/390, AS/400, RS/6000, PC/NT 4.0 servers, documentation, education presentations, product pricing and more.

Call: 800-879-2755, option 1. Have your IBM Customer number or credit card available.
Order: SK3T-2028 - IBM Network Station Manager Evaluation Copy CD-ROM
Media Charge: $1.45.

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

#8247 - Information & Resources for IBM Business Partners
#8248 - Information & Resources for IBM Customers

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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:

Technical Support for the IBM Network Station (United States)

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

A guide for IBM Business Partners