# Focus on the right Support angles
## Gord Owens, Senior Technical Analyst

**IBM**

## Meet Gord

IBM Information Management Senior Technical Analyst Gord Owens captures the details to frame accurate solutions for his clients. With over ten years of experience, Gord's in-depth technical know-how and respect for his clients allows him to transfer key skills to help them get the most out of their software.

> "Gord Owens captures the **details** to frame **accurate solutions** for his clients."

Outside of IBM, Gord is an artistic and recreational photographer who knows how to seize the right moments by carefully arranging the elements to develop a striking photograph.

### How Gord helped an automotive client get back on track

Working as an IBM DB2 Senior Technical Analyst, Gord's primary job is to find the root of a problem and provide the best solution for his clients.

A large automotive production company called IBM Support when a data retrieval issue was impacting their assembly line process. Gord narrowed his focus immediately by applying a systemic approach to gathering detailed information and running in-depth environment reviews. Gord discovered that the data retrieval issue was caused by a system incompatibility, which could be resolved by altering a DB2 configuration file. Additionally with an

adjustment to their environment's permission settings, Gord was able to get his client's critical application back up and running effectively. As a car enthusiast, Gord was pleased to help. The issue was resolved within two days, giving the client:

- Access to DB2 Technical Support experts and the right skills
- Fast resolutions with minimal down time
- The ability to meet automobile production demands

### Gord's Approach
#### Capture the client's needs

Gord applies a mentoring and coaching approach. He transfers skills to his clients' to improve their success with IBM DB2 Software. He builds client relationships by acting with integrity, openness, and trust. Seeking and seeing opportunities in challenging situations, Gord is able to focus on his clients' key priorities to quickly resolve their software concerns.

### Gord's Philosophy
#### Seize the opportunity

Gord embraces challenges. His ability to see every problem as an opportunity to find a solution and his positive outlook allows him to work alongside his clients. Gord co-creates approaches and solutions to ultimately enable his clients' success with IBM software.

> "**Gord** is able to focus on his clients' **key priorities** to quickly **resolve** their software concerns."

### Gord's Background

Gord has been providing outstanding IBM Technical Support for ten years. Studying Computer Science during his post-secondary college education, combined with Gord's passion for information technology, landed him a student job as a Data Analyst gathering account data for bank reports. Upon graduation, he joined IBM DB2 Connectivity Support as a Technical Analyst. In this role he helped clients ensure that mainframes were properly communicating with each other using DB2 Connect. Over 6 years ago, Gord elevated his skills by becoming an original member of the Advanced Technical Support team.

In his current role as a Senior Technical Analyst, Gord provides solutions for DB2 Applications, Interfaces, Connectivity issues, and Tools with the highest level of technical expertise.

### Hobbies

Gord first picked up a camera at four years old when his grandmother gave him one as a gift. She then took him to Agawa Canyon in Ontario, Canada where he became fascinated with capturing the colors and the details of the landscape in pictures. As he pursued his talent, Gord turned to artistic photography and uses his analytical skills to capture the essence of his subjects through his images.

### Information Management Client Support

When you leverage IM Client Support you get phone or electronic access to our expert technical support specialists. Acting as your single-source software support service, IM Client Support offers fast and accurate problem resolution. The world-class support capabilities of IBM and the varied expertise of our global network of support professionals offer personalized support that best suits your software environment saving you time and cutting costs. For more information, visit our IM Client Support website: **ibm.com**/software/data/support/

### IBM DB2

Visit the Data Management website for more information.