



Diving into IBM InfoSphere Support

Nigel Terry, Support Analyst

Meet Nigel

With over fifteen years of Support experience, Information Management Support Analyst, Nigel Terry dives into the world of IBM InfoSphere DataStage to navigate his clients towards high levels of innovation. Leveraging his expert insight, Nigel believes that working alongside his clients as a mentor will help them become more innovative and effective while meeting business demands.

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When he's not helping his clients get ahead, Nigel channels his energy into scuba diving with his wife, taking trips around the world to explore the oceans.

How Nigel dove in to fix a performance issue for a food distribution client

Always one to tackle a challenging case, Nigel took a food distribution company's performance issue head-on. The client's transaction system was taking longer than usual to process orders. Nigel took a step back to look at the client's entire hardware and software environment. While working with the client's teams and IBM consultants, Nigel searched for a cause.

He also ran tests in the IBM Support Lab where he discovered that the issue was rooted in the client's third-party environment and not their software solution.



By suggesting the client change the settings and upgrade to the latest Operating System patch set for their environment, Nigel was able to get his client back up and running more effectively. This fix enabled them to:

- Take advantage of improved performance and transaction times
- Run their business efficiently and meet time-sensitive client demands
- Benefit from direct IBM attention and expert technical insight



Nigel's Approach

Focus on client needs

Nigel focuses on his clients' needs to provide timely and effective solutions by gathering information to determine the right course of action. Along the way, he evaluates the progress made and continuously engages in open dialogue with his clients to ensure he meets their Support expectations and provides long term value.

Nigel's Philosophy

Mentor clients for transformation

To get the most out of their IBM InfoSphere DataStage software, Nigel believes that working alongside his clients as a mentor will help his clients succeed. While transferring his knowledge and expertise, Nigel helps transform his clients' skills to drive faster and more efficient results from their DataStage software.

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Nigel's Background

Nigel became interested in computer technology when he was a teenager. Being logically minded, his teachers encouraged him to follow his passion and enroll in Computer Studies during college. Balancing his education demands with a work placement where Nigel used mainframes and provided fixes for a cable manufacturing company, he gained real-world experience and developed his skills. Upon graduation, Nigel began a career in programming for an insurance company but soon found that he missed interacting with clients on a daily basis.

He turned his focus to Support, landing his first technical support position 15 years ago. Nigel



became an IBM InfoSphere DataStage expert over ten years ago. In his current role, Nigel prides himself in the vast knowledge and skills he applies when

providing long-term value for his clients through DataStage solutions.

Hobbies

Seeking out something new and pushing his own boundaries, Nigel decided to learn how to scuba dive over four years ago. Nigel began with introductory swimming lessons and with determination he progressed to scuba diving training and within a few months he transformed into an advanced scuba diver. Seeking out adventure, Nigel has traveled to Barbados, Spain, and Egypt where he has explored a shipwreck, and swam with Giant Turtles and Mantarays to reach new depths of personal growth.

Information Management Client Support

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IBM InfoSphere DataStage

Visit the InfoSphere website for more information.