Serving up the DataStage advantage
Takumi Kato, Technical Support Engineer

Meet Takumi

IBM Information Management Technical Support Engineer Takumi Kato resolves support cases with a deep understanding of his clients' software environments. With over ten years experience and in-depth technical skills, Takumi serves up the right fix, often exceeding his clients' expectations and helping them stay ahead of the competition. Outside of work, Takumi stays focused on his competition on the tennis courts, where he has mastered his favorite sport.

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How Takumi provided a quick return for a manufacturing client

A trusted and experienced IBM InfoSphere DataStage expert, Takumi has the right technical skills to resolve tough issues. Experiencing an information retrieval delay, a client in the manufacturing industry contacted IBM Support. The delay was impacting the client's ability to make timely business decisions, so Takumi and his team quickly began the resolution process by reproducing the problem in a test environment.

After an extensive problem reproduction and investigation, Takumi found that one of the DataStage jobs had been aborted and caused the information delay.

Takumi then reconfigured the client's settings to provide a patch that allowed his clients to return to:

- Full software productivity with minimal downtime
- Quick and effective business decision making
- Ongoing analysis of critical business information, including financial data

Keeping an eye on the solution

Takumi's approach to Support focuses on his clients' business requirements. He provides the quickest solution because he understands the significance of downtime. His approach helps his clients be more productive with their DataStage software. Takumi networks with his IBM Support colleagues to leverage their expertise and resources to deliver a winning solution.

Takumi's Philosophy
Rallying for business success

Takumi knows that he needs to provide what his clients expect. He lobs questions to his clients to uncover expectations and business requirements. In turn, he listens to their concerns and teams with their technical staff to run down a fix that meets his clients' needs.

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Takumi's Background

Takumi has been an expert in DataStage for almost ten years. Developing his technical abilities early on, he studied computer science and programming during university. Post-graduation, Takumi held several information technology positions. He was a computer sales rep, a software engineer and even a technical document writer, all which gave him a great platform of knowledge and expertise. In his current role as a Technical Support Engineer, Takumi applies his vast knowledge and understanding of all aspects of the information technology industry to provide in-depth technical support.

Hobbies

When Takumi is not taking on complex support solutions, he grabs a tennis racket and hits the courts. A popular sport in Japan, tennis offers Takumi a fun and competitive way to stay active. He hits the courts every Saturday to fine tune his technique through matches, lessons and practice sessions.

Information Management Client Support

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