Riding the path to better solutions
William Byrne, Technical Support Manager

Meet William

By focusing on his clients' needs, IBM Information Management Technical Support Manager William Byrne provides high levels of client satisfaction while delivering support solutions. He positions his clients for long-term success using his technical perspective and provides client mentoring and training. Outside of IBM, William is a devoted cyclist who explores Sydney, Australia on scenic bike trails.

> "He positions his clients for **long-term success** using his technical perspective."

How William steered a courier company in the right direction

A world-wide courier company contacted IBM Support when their application failed, impacting both their clients' and their own ability to track and locate shipments. William and his team of experts quickly embraced the challenge and remotely accessed the client's system to find the root of the problem. Leveraging their deep knowledge, the Support team collaborated to quickly uncover that several key files had been erroneously removed.

William and his team focused on to changing the code and cleaning up any references to the missing files. By doing so, they were able to get the company back up and running within one business day.

Continuously engaging his client's teams, William kept them in the loop with frequent progress updates and diagnostic details. With this fix, William's client was able to:

- Return to full operation within one business day, preventing potential revenue loss
- Avoid client satisfaction issues by maintaining delivery schedules
- Minimize disruption to their tracking system around the globe

William's Approach
Shift client satisfaction into high gear

William knows that maintaining a high level of client satisfaction is an essential part of his clients' business successes. By actively listening to his clients' needs and maintaining constant communication, William provides better solutions that ensure his clients are highly satisfied with their technical Support experience.

William's Philosophy
Maneuver IT systems with skill and expertise

By maintaining a high level of technical skill, William believes that he can provide the best solution. He continuously upgrades his skills so he can better enable his clients' success with their Informix Software. To give his clients a head start, William promotes the continuous development of their own skills and runs client training courses throughout Asia-Pacific.

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William's Background

William has been in the client Support industry for over sixteen years. His career began with a strong skill foundation built in university. Studying Computer Science, he found his passion for programming and fixing database applications. After a few years as a computer programmer, William expanded his skill set and held several client-facing support positions before he joined IBM as an Informix Support Engineer.

His almost decade-long IBM career has taken off and today, as a Technical Support Manager, William leads a team of experts to provide 24/7, Follow-the-Sun support coverage for his Informix clients around the world.

Hobbies

Even during his downtime, William does not back down from a challenge and enjoys going on 50 to 70 km bike rides in his hometown of Sydney, Australia. From daily commutes to work and 200 km rides around Port Philip Bay in Melbourne, William explores Australia's dramatic landscapes on his bike. Always challenging himself to stay fit, William finds cycling relaxing and has even encouraged his daughters to take up the sport.

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 Informix

Visit the Data Management website for more information.