

How you can most efficiently use Techline:

Use the Techline Web request generator in the Global PartnerInfo site.

Requests will then be routed automatically to one of our specialists with the right skill set.

Specify your requirements clearly and provide any relevant information that will be helpful in completing your request.

Select a realistic response time from one to five working days. Over 90 percent of requests are answered within the time specified.

All the above is essential to ensure we provide you with the right answer promptly.

Techline look forward to receiving your request.

Involve Techline at the beginning of the sales process and spend more time with your customer.

Typical questions asked

Can my customer implement LPAR on their current iSeries, and what else would they need to purchase?

Please can you discuss how to position the Enterprise Storage Server with XXXX's claims that they have superior performance optimisation features.

Do I need an enhanced ultra2 differential adapter to connect a DLT tape drive to a P660 or will it work off the integrated adapter?

What is the recommended way to run Linux on a zSeries machine?

My customer currently has a Z67 processor with SW running at PSLC. Please give me a price comparison based on the inventory on this system running at WLC on a 2C5.

Do I need DB2 Connect Unlimited for accessing DB2 OS/390 data when running WebSphere on Linux/390? If yes, do I have to license the full number of MSUs on the machine?



IBM United Kingdom Limited

Normandy House
PO Box 32
Bunnian Place
Basingstoke
RG21 7EJ
United Kingdom

The IBM home page can be found at ibm.com

IBM, the IBM logo, AIX, DB2, @server, IntelliStation, iSeries, MVS, OS/390, OS/400, pSeries, Lotus, Tivoli, ThinkVantage, TotalStorage, WebSphere, xSeries, zSeries and z/OS are all trademarks of International Business Machines Corporation.

Other company, product and service names may be trademarks, or service marks of others.

References in this publication to IBM products, programs or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM product, program or service is not intended to imply that only IBM's product, program or service may be used. Any functionally equivalent product, program or service may be used instead.

IBM hardware products are manufactured from new parts, or new and used parts. In some cases, the hardware product may not be new and may have been previously installed. Regardless, IBM warranty terms apply.

This publication is for general guidance only.

Photographs may show design models.

© Copyright IBM Corporation 2003
All Rights Reserved.



Fast expert technical assistance

What is EMEA Techline?

EMEA Techline provides comprehensive technical pre-sales support on IBM hardware and software products and solutions to all IBM sales and sales support centres, as well as all entitled IBM Partners.

Techline is an integral part of IBM Europe, Middle East and Africa (EMEA) Technical Sales Support.

Benefits from using Techline

- Workload reduction for sales
- Reliable written answers
- Direct and fast access to experts in the World-wide technical support community
- Speedy responsiveness to customer needs or queries
- More customer face-time/talk-time.

Comprehensive support

If you require

- Technical product information including interoperability and compatibility, version and release positioning
- Solution design and sizing
- Configuration validation
- Product pricing information
- Performance/benchmark information
- Education sources
- Solution assurance information
- Assistance in competitive situations.

... Techline has the answer

Techline provides fast and easy access to technical information and assistance needed to close sales.

Techline runs a technical sales support service staffed by specialists who provide responses to requests on a timely basis with an appropriate level of detail.

Extensive product coverage

Techline has the expertise to assist you with the full range of IBM products and solutions

- IBM @server
 - zSeries*, z/OS*, MVS*, VM, VSE
 - iSeries*, OS/400*
 - pSeries*, AIX*
 - xSeries*, IntelliStation*
- Storage
- Printing
- Personal Computing; Desktops, Laptops and ThinkVantage*
- Software
 - WebSphere*
 - DB2*
 - Tivoli*
 - Lotus*
- Linux on all Platforms
- ERP, CRM and SCM Server Sizing.

Easy access to Techline

For entitled IBM Partners

Submit requests by calling **PartnerWorld Contact Services** or via the **PartnerWorld Web site** at: www.partners.boulder.ibm.com

A user name and password is needed to access this site.

- Access numbers to PartnerWorld Contact Service are found at **ibm.com/partnerworld**, then selecting 'Contact PartnerWorld'
- Techline access via the PartnerWorld Web site is located at **ibm.com/partnerworld**, then selecting 'Technical resources and support'. A user name and password is needed to access this site.

For other IBM Partners or prospective Partners

Obtain support from your IBM distributor.

For information visit the PartnerWorld Web site at:

ibm.com/partnerworld

Contacting Techline

For all queries about our service contact EMEA Techline Operations. E-mail: emeatlop@uk.ibm.com

Your gateway to world-class support
and cutting edge information

ibm.com/partnerworld