

Why Choose BladeHarmony Premium Support Services?

Take advantage of the technical expertise from the leading Blade networking company, BLADE Network Technologies. Our engineers were the first to deliver high-performance blade server networking devices to the leading blade server manufacturers. BLADE Network Technologies has the #1 market share in blade server networking devices, with over 170,000 units sold to date, for over 4 Million Ethernet ports across 26 industry segments.

Our BladeHarmony Premium Support Services bring the following benefits to your BladeCenter infrastructure:

Ease of Use, Better Blade Management
Consolidation
Availability
Fast Case Resolution

Control of Server Sprawl
Optimization
Technology Refresh

Focused Engineering and Technical Expertise from the Leader in Blade Server Networking

BladeHarmony Premium Support Services can help you to improve your blade server system networking with rapid-response technical support, customized network optimization, access to new software features and tools to better manage your blade server environment.

Access to technical support and engineering expertise

BladeHarmony Rapid Reaction Force & Pro-Active Assistance

24/7 remote technical assistance
Rapid call escalation

Diagnostic review to determine root cause
Help with installation and configuration

Access to New Software Features

For three years, BLADE will provide you access to software updates and major upgrades, along with support for implementing the new features while ensuring interoperability and scalability of the BLADE switches within your network.

- L2-3 integration— L3 routing, filtering, traffic queuing for better manageability and maintenance, with an upgrade path to L2-7 services.
- L4-7 deployment for greater server security, increased application availability and performance, bandwidth-intensive applications, scalability, application and server load-balancing.
- 10 Gb Ethernet high-speed networking, with unmatched bandwidth to blade server and network-wide QoS for time-sensitive applications such as VoIP, IPTV.

BladeHarmony™ Management Tools

BladeHarmony™ Manager, a management tool that helps simplify configurations & upgrades to blade switches across multiple chassis, racks, and domains. New versions are available to you during the 3 year contract.

Benefits of using BladeHarmony Manager in your blade server environment include:

- Server Provisioning and Remote Configuration
- Visibility to the Blade Level— Each blade is identified or regrouped by type, contributing to better visibility of infrastructure leading to better management:
- Ease of Use - Remote Management - Performance Monitoring

To download a five-switch trial version of BladeHarmony Manager, go to:

<http://www.bladenetwork.net/bhm>.

Knowledge Base

Customized access to an online knowledge base, customized to address your needs. Includes FAQs, a technical support forum moderated by BLADE experts 24/7 - Bug alerts - Automatic email updates on the latest developments.

Hardware Replacement

BLADE support engineers can accelerate your hardware replacement with your blade server system.

For Resellers

BladeHarmony Premium Support Services are available through BLADE-qualified resellers and participating channel partners worldwide.

Prerequisites

Switch hardware must be under IBM warranty or have an IBM Warranty Service Upgrade for hardware replacement.

BladeHarmony Premium Support Services at a Glance

Expert Remote Technical Support Hotline	Knowledgebase Access	Software Upgrades	BladeHarmony Manager Tool
<ul style="list-style-type: none">One hour response, 24/7 for severity 1 casesSame Day response for severity 2 cases	<ul style="list-style-type: none">Unlimited access to:<ul style="list-style-type: none">Personalized web portalExpert technical forumEmail alertsCorrective service alerts	<ul style="list-style-type: none">Unlimited upgrades within three year contract including:<ul style="list-style-type: none">Major Release Software upgradesMigration SupportOptimization	<ul style="list-style-type: none">Unlimited upgrades within 3 year contract

Equipment Covered

The following switch equipment for IBM BladeCenter is covered under BladeHarmony Premium Support Services:

IBM BladeCenter Networking Equipment

- Nortel Layer 2/3 10Gb Ethernet Switch Module for IBM BladeCenter
- Nortel Layer 2/3 10 Gigabit Uplink Ethernet Switch Module
- Nortel Layer 2/3 Copper Gigabit Ethernet Switch Module for IBM BladeCenter
- Nortel Layer 2/3 Fiber Gigabit Ethernet Switch Module for IBM BladeCenter
- Nortel Layer 2-7 Gigabit Ethernet Switch Module for IBM BladeCenter

For more information

For more information about BladeHarmony Premium Technical Support Services, and the complete suite of service solutions, send an email to services@bladenetwork.net. A BLADE service representative will contact you to set up your account.

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