

# Service Updates

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# Where are we challenged in support

## Talk initially –

- File and Object Solution Design Engine
  - Available to clients next year in first half
  - Use case
  - Size Scale for
    - ESS, AWS, SNC, BYO
    - Capacity and Performance
  - Set expectations for
    - Protocol nodes or utility nodes

## Planning and Delivery?

### Leave you the keys

- Is callhome setup?
- Developing test framework
  - POC or existing env
  - Phase 1: mmnetverify to test ports and connectivity
  - Phase 2: nsdperf to validate network
  - Phase 3: gpfsperf to validate I/O

## Other?



# L1, L2 and L3 Support

## **Follow the sun support – Aligning support staff to customer time zone**

- Spectrum Scale Support is growing to better meet customer needs.
- Beginning late 2016 we substantially grew the support team in Beijing, China, with experienced Spectrum Scale staff.
- Improved response time on severity 1 production outages; reducing customer waiting time before L2 is engaged as well as time to resolution.
- Positive impact to timely client L2 communication for severity 2, 3, and 4 PMRs within our customer time zone.
- Setup and grew EMEA support team in Germany in late 2017
- 3 major sites: North America, China, Germany
- PagerDuty was introduced this year for better PMR monitor



## IBM Spectrum Scale Level 2 Support Global Time Zone Coverage



### Global team locations

- North America
  - ✓ \*Poughkeepsie, NY USA
  - ✓ Toronto, ON Canada
- AP
  - ✓ \*Beijing, China
  - ✓ India
- Europe
  - ✓ \*Germany

\* Major sites



## Support Delivery: Managers

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**Thank You.**

**IBM Storage & SDI**

