Customized Expert Support

A custom engagement based on client need

**Resiliency and continuous availability are key**

The IBM High Availability Center of Competency (HACoC) team is dedicated to helping clients achieve their availability goals and maximize the value they receive from IBM systems and storage products. The HACoC draws from technology and systems management expertise across IBM and the industry, and works with clients to identify opportunities that can help improve the availability and resiliency of their end-to-end IT infrastructure.

The HACoC offers several types of engagements to determine if clients are ready—and get the tools and support needed—to meet their defined availability objectives.

Take the first steps towards High Availability (HA) computing with Customized Expert Support. This custom engagement is based on your unique needs and includes:

- Proposal reviews and briefings
- Outage and component failure impact analysis
- Consulting and collaboration on specific topics

**Offering value**

This engagement can validate your targeted architecture in terms of future or planned HA computing. Benefits include enhanced communication between our Subject Matter Experts (SMEs) and your organization, leading to better IBM product and process support.
What you can expect
The HACoC engages with clients for a high-level review of the architecture and IT service management of current (IBM and non-IBM) implementations or proposed deployments in order to identify:

- High priority focus areas
- Next steps for the client and IBM

For more information
Learn more about Customized Expert Support and other related products and services. Contact stgls@us.ibm.com or visit:

ibm.com/systems/services/labservices

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Route 100
Somers, NY 10589
U.S.A.

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