

**The Rochester IBM Customer Solution Center (RCSC)** is equipped to perform technical services tailored to meet unique requirements.

**RCSC** will manage inventory and perform hardware/software customization and configuration. RCSC will test, consolidate and ship IBM and OEM equipment to specified customer locations.

**Customer Benefits**

- User Productivity
- Best value for \$\$\$\$
- Asset control assurance
- Single vendor interface within multi-vendor environment
- IBM experience and expertise
- Flexibility of services
- Quality commitment

**Contact Information:**

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**Website:**

<http://www.ibm.com/eserver/series/rcsc>

configuration  
warehousing  
inventory control  
roll outs

**Rochester Customer Solution Center**

refurbishing  
customization  
integration  
shipping



**Rochester Customer Solution Center**

*Customized Integration*

**Let us put the pieces together for you.**



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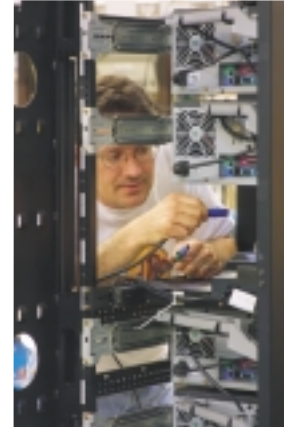
### **Software Customization/Networking**

A processor cannot perform a customer's application without the right software. RCSC can preload the software more efficiently and cost effectively than a user or service technician on site. This includes preloading IBM, ISV and customer software, addressing host devices, loading distribution tapes, packaging documentation and other unique customer requirements.



### **System Tests**

In the case of very complex system configurations, it could be most advantageous to the customer to have the entire system (all components) assembled and tested as a total package before shipment. This verification process will simulate complete system connectivity prior to field installation.



### **Refurbish**

In many instances, the equipment being replaced may still have value to another part of a customer's business strategy. For this, we provide our refurbishing process. System tear-down with internal and external cleaning, along with needed hardware updates, will result in a refurbished quality product.

### **Hot Spares**



Hard drive failures can cause considerable downtime at a customer location. Normal procedure would be for the service technician to order and install a new hard drive, then acquire and load all of the software before turning it over to the customer for recovery. The RCSC can load hard drives with the appropriate software already installed (Hot Spares) and ship them or other parts to a customer site by premium methods. Therefore, the service technician can merely replace the hard drive and the customer is ready to begin recovery. No time is lost looking for the correct tape or loading and configuring the software.

### **Warranty Entitlement**

Many system configurations shipped by the RCSC include units not manufactured by IBM. However, these units may carry a warranty from the manufacturing company. The RCSC will work with the customer on required warranty procedures.

### **Inventory Receiving/Reporting**

Each part received by the RCSC is for a specific customer contract. As these units arrive at the RCSC, they are logged into the Realtime Interactive Inventory System (RIIS). This system assigns each part a location in the warehouse and maintains electronic records of all customer inventory.



### **End-of-Line Quality Check**

Every order receives a Quality Check. Contents of the shipping group are matched against contents of the order to ensure that equipment ships exactly as ordered. The RCSC also maintains an online quality information log for documenting process changes and updates to complement weekly quality status meetings.

### **Customized Shipping**



Sometimes the "big square box" does not fit the customer's needs. RCSC can arrange special packaging, special carrier handling, unique banding or taping, inside delivery and other related services to meet the customer's requirements.

### **Hardware Customization**

Rarely is "off-the-shelf" equipment the complete answer to a customer's requirements. RCSC will install IBM and other manufacturers' parts per customer specifications before shipping the equipment to the customer. There are configuration switches and files to be updated whenever new features are added. RCSC can perform this work for the customer which will save installation time at the customer site.

