



IBM/Tivoli TSM and HP StorageWorks NAS Solutions

Validation and Cooperative Support for Interoperability

HP and IBM/Tivoli are using a cooperative support model for TSM deployments on Linux and Windows with HP/PolyServe solutions, where HP and IBM/Tivoli will each support their respective products.

For situations requiring cooperative support, HP and Tivoli have an existing, established support infrastructure to resolve customer issues using the Technical Support Alliance Network (TSANet).

TSANet is the industry-standard network for collaborative support among its 120+ members, where both HP and IBM are members. TSANet provides a defined process that is used by HP and IBM/Tivoli for support interactions involving mutual HP and IBM customers that have the appropriate HP and IBM support relationships.

If HP determines a customer problem lies in TSM, HP will provide IBM/Tivoli with details of the problem via TSANet to help IBM/Tivoli work the problem to resolution. If IBM/Tivoli determines a problem lies in HP/PolyServe solutions, IBM/Tivoli will provide HP with the details of the problem via TSANet to help HP work the problem to resolution.

As needed, HP and IBM/Tivoli will work together to isolate and determine the owner of specific problems.

HP PolyServe posting on IBM/Tivoli OPAL site:

<https://www-304.ibm.com/jct09002c/gsdod/solutiondetails.do?solution=33816&lc=en&stateCd=P&page=1&sa=true#sd>

For additional information or questions please contact:

- HP: Ross Gale, HP StorageWorks NAS Business Development, 617-759-4021; ross.gale@hp.com
- IBM/Tivoli: Mike Hahan, Tivoli Business Development 512-422-0058, hahnm@us.ibm.com