



IBM Storage Services & Support

Top Gun Technology provides Mission Critical Support ServicesSM to Fortune 1000 companies by leveraging its OverWatchSM framework that digitally connects technology, service operations, engineering and global logistics. Within this framework, Top Gun's TPM 2.0SM program delivers agile maintenance and support solutions explicitly designed for complex hybrid-compute and storage environments. Top Gun Technology is recognized as an engineering-led firm that clients trust to support their most critical technologies spanning the data center to the network's edge. **Proven, Trusted and ReliableSM**.

TPM 2.0 support optimizes performance and availability of your IBM data management infrastructure. By leveraging predictive analysis, technology and best practices, your L3 IBM storage engineers prevent and solve problems before they become a disruption to business. Top Gun's IBM Solutions Portfolio offers a comprehensive range of technical support options, consulting services and cost-effective hardware solutions.

Products Supported

- DS3XXX, DS4XXX, DS5XXX, DS8000, XIV, Storwize, VTS, FlashSystems, LTO, Libraries & Controllers
- **IBM Storage Models Supported**

IBM EoSL Announcements

Monitor **IBM End-of-Life Notices**. As IBM continually announces changes in their support, stay up-to-date and prepared to transition support from OEM warranty to Top Gun's services.

IBM Storage Service Highlights

- 24/7 access to in-house, L3-skilled engineers
- Global network of 1,100 Top Gun Certified field engineers
- Digital connections and automated workflows
- Strategic sparing algorithms that precisely match to your storage configurations
- Internally owned and operated global sourcing and logistics
- Service management based on ITIL 4 practices
- Preventative services that proactively avoid business disruption
- TrueViewSM Advisory that reveals an optimal combination of OEM and Top Gun support
- Optional 24/7 Software Assistance
- Transitional services tailored to your operation and timeline

Focused on Value Creation

- Reduce operating and capital expenditures by extending the life of your storage investments
- Achieve global service consistency
- Meet your changing demands with an agile service delivery model
- Simplify vendor and contract management
- Gain control over storage upgrades and refresh cycles
- Reallocate funds and resources to higher-value initiatives
- Increase performance and compress resolution times
- Succeed with a veteran-owned, financially independent company

OverWatch Service Delivery Framework

Top Gun strategically integrates engineering, automation, analytics and personalization for faster, more effective recovery to help keep critical business operations running and proactively avoid disruptions.

Digital Automation

- Unparalleled digital integration across all service processes
- Support for multiple ITSM connections
- Cross-functional data routing for increased visibility and accuracy

Service Management

- ServiceNow®
- Incident management
- Automated escalations
- Real-time visibility
- Transition management
- Asset management
- Contract management

L3 Engineering

- 24/7 Global support
- First line of support
- Root cause analysis
- Remediation planning
- Engaged until resolution
- Dedicated Tier II R&D Labs

Field Operations

- Strategic sparing
- Secure warehousing
- Global logistics
- Monitored transports
- Shared visibility

Enhanced Value with IT Enablement Solutions

Get the most value from your IBM connected storage environment by engaging Top Gun to help you accelerate projects and tackle asset lifecycle changes. Whether a need for day-to-day tasks or turnkey project delivery, Top Gun is a natural extension to your team. As a multi-platform global services provider, Top Gun is your single partner, not only for your IBM storage but, for all of your mission critical technologies.

- Data migration services
- Managed IMAC (Installs, Moves, Adds and Dispatch)
- Data erasure and disposition services (**ITAD**)
- Hardware buyback, trade-ins and upgrades
- Site audit services
- **Wireless surveys**
- Performance and capacity planning
- Data Center Relocations

Additional Resources

- **TrueView** Optimization Assessment
- **EoSL Announcements & Library**
- Follow **Top Gun at LinkedIn**
- **Technical Blogs**
- **Case Studies**
- Supported Technologies:
 - **Server**
 - **Storage**
 - **Network**
 - **Software/OS**

Contact Details

- **Request Dialogue or Quote**
- IUS Phone: 888-8-TOPGUN (867486)
- OUS Phone: +1-952-226-9700
- Email: sales@topgun-tech.com
- Fax: +1-952-955-7433
- Website: **www.topgun-tech.com**

Global HQ
5500 Cottonwood Lane
Prior Lake, MN 55372 USA

Proven. Trusted. Reliable.

MISSION CRITICAL SUPPORT SERVICESSM

