


24/7 PRODUCT SUPPORT[®] QUICK REFERENCE CARD

Our support team is able to offer reactive, proactive and fully managed service support on the following products:

MESSAGING / COLLABORATION

IBM Domino / Notes Infrastructure	IBM Domino Applications support enhancements
IBM Domino application hosting	IBM Connections
IBM Sametime	IBM WAS Portal / WCM
IBM Forms	

DATABASE / DIRECTORY / STORAGE

IBM DB2	IBM Tivoli Directory Integrator
IBM Tivoli Directory Server	IBM Tivoli Storage Manager

SECURITY / COMPLIANCE

IBM Security Information Management (SIM)	IBM Security Application Management (SAM)
IBM License Management Tool (ILMT)	Tivoli Federated Identity Manager (TFIM)

MOBILE MESSAGING AND MANAGEMENT

IBM Traveler	Excitor DME - Mobile Device Management
IBM Mobile First Protect (MAAS 360)	VMware - Airwatch

**Severity 1 issues out of office hours*

Portal's service desk provides customers with a choice of support cover from 1st to 3rd level, with escalation to 3rd party vendor as and when required. Portal is able to support customers' software even if vendors deem the software 'end of life'.



CORE HOURS PRODUCT SUPPORT**

With Portal you can expect exemplary support from top-notch professionals. Even better, we'll help to reduce the overall cost of supporting your technology investments, whilst improving service levels and increasing support coverage. So your organisation runs smoothly and productively.

SYSTEM INTEGRATORS

IBM WebSphere MQ

IBM WebSphere Message Broker / IIB

FILE MANAGEMENT

IBM Content Collector

IBM Common Store

IBM Filenet

ANALYTICS

IBM i2 iBase

IBM i2 IntelliShare

IBM Analyst Notebook

IBM Cognos

IBM Kenexa

** Monday to Friday, 8:00AM-6PM (excluding weekends and UK public holidays)

TO FIND OUT MORE, SIMPLY GET IN TOUCH WITH THE TEAM ON:

+44 (0)1344 386 000

portal. | 10 YEARS OF
EXCELLENCE



WWW.CHOOSEPORTAL.COM

+44 (0)1344 386000

HELLO@CHOOSEPORTAL.COM