

Trust your business to Advantage International Systems.

An IBM Global Services Business Partner

Who are we?

Our only business is protecting yours.

Advantage International Systems, Inc. has been an IBM Premier Business Partner for the past 10 years. We specialize in providing High Availability, Disaster Recovery, and Business Intelligence solutions on the IBM iSeries platform. We can provide a complete turn-key system and offer our expertise to help you find a solution to best fit your needs. Give us a call anytime to discuss your business problem, and we will help you find the answer. To complete and compliment our IBM solutions, we also specialize in coordinating and offering the best price available for your IBM Maintenance services.

We choose to Partner with IBM.

Advantage International Systems has created many valuable partnerships throughout the years. For you, that translates into a level of expertise and a commitment to quality for our mutual success. Not only does IBM offer world class servers, but they also offer world class service and support to back it up. Why go anywhere else? When we provide a solution, IBM stands by us.

Simplify...and Save Money Too.

Too many contracts? This process can be simplified and save you money too!

Our maintenance experts provide hardware, software, and technical support. With this broad and overlapping knowledge base, we can help you analyze your current environment and determine the best financial and operational solution to your maintenance support needs. Our team can fully explain the IBM Service offerings and make a comprehensive assessment of the coverage you currently have. In addition to offering the most cost-effective Service solutions for your needs, we can issue you one consolidated invoice to cover all your maintenance costs. By eliminating the mounds of paperwork and the workload required to reconcile multiple invoices, Advantage International Systems, Inc. will save you time and money. We will also help you stay on top of any developments that will affect your budget planning processes. By keeping you alert to possible price increases, we can help maximize your maintenance dollar now and down the road. For more information on how to "Simplify ... and Save Money Too" on IBM Maintenance give us a call, at 1-800-241-4428 x221.



"Through an IBM authorized Business Partner we provide a full range of maintenance services on IBM and non-IBM products. At IBM, we realize that the cost of maintenance is often a small component to the overall cost to your business when your system goes down. Maintenance service provided by IBM through your Business Partner is world-class and involves some of the most highly skilled resources trained at delivering value and solutions. What can we do for you?"

– Scott Dougall, Vice President, Technical Support, Americas

Warranty, Maintenance and Remotely Delivered Services

Protect your IT investment with IBM warranty and maintenance services

IBM is here 24 hours a day, 7 days a week to help you optimize your system's performance and availability. According to your equipment and level of service coverage IBM provides a wide range of services from telephone to on-site support, including equipment exchange. With world-class service and support from IBM you can receive the best the industry has to offer, wherever and whenever you need it.

Purchasing IBM service and support is as easy as 1-2-3

IBM maintenance can be combined with other product support services that help to ensure the availability of your technology. With ServiceSuite™ from IBM you'll receive a one-stop, integrated solution that combines maintenance, software and learning services. Simplified pricing, billing and financing help make the transition as easy as 1-2-3.

Get faster results with remote technical support services from IBM

With over 75 years of services experience and one of the world's largest services organizations, IBM is considered a leader among technology companies. On-site and remotely delivered services places IBM at the forefront of the next revolution in integrated service solutions. From preventative to predictive, IBM has a myriad of remotely delivered hardware and software services that are designed to provide your company with the highest level of technical support available today.

Want to learn more?

→ In-Warranty Service Upgrades

IBM provides base warranty coverage and in-warranty service upgrades for all IBM products.

Available for IBM machines purchased in the U.S., in-warranty service upgrades must be purchased during the original product warranty period. IBM offers a variety of options with coverage for both parts and labor. A full list of IBM service options and supported products is available through your IBM authorized business partner.

→ Post-Warranty Maintenance

Ideal for technology that's not covered by a warranty or maintenance agreement. IBM can provide you with the fast, expert help you need to get your system back in operation should a failure occur.

IBM provides flexible maintenance solutions designed to fit your business environment. Standard levels of service available based on machine types include:

- 7x24x4
- 9-5 Next Business Day
- EasyServ Depot

→ Remote Technical Support Services

IBM Remote Services includes an array of Web-based technical support tools, experienced service professionals and facilities

that help assist you with proactively monitoring your systems' availability and IT infrastructure either by telephone or through electronic delivery.

How does IBM do it? IBM maintains a vast global network of information, tools and most importantly, people - to deliver fast and effective service. With our knowledge-based systems, we continuously gather real-time information on real-world problems so that we can provide quick, thorough resolutions to your system problems.

The following IBM Remote Technical Support Services are available through an IBM authorized Business Partner.

- IBM Operational Support Services - Advanced Support
- IBM Operational Support Services - Support Line
- IBM Operational Support Services - Alert for pSeries®
- IBM Operational Support Services - account advocate
- IBM Operational Support Services - Performance Management

**Advantage International Systems
Offices located in Arizona, Illinois, New York, Connecticut and Florida**

**For more information, please visit:
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