



Re: PACI Kuwait - Tivoli Flash Copy Manager 

Corne Lottering to: Rubayat Khan

04/15/2014 09:43 AM

Cc: Fionnuala Morris, Nigel Foley, Raniero Ronchese, Sidharth Gupta

From: Corne Lottering/United Arab Emirates/IBM
To: Rubayat Khan/United Arab Emirates/IBM@IBMAE
Cc: Fionnuala Morris/United Arab Emirates/IBM@IBMAE, Nigel Foley/Kuwait/GBM/NBR@IBMGMSR, Raniero Ronchese/Kuwait/GBM/NBR@IBMGMSR, Sidharth Gupta/Kuwait/GBM/NBR@IBMGMSR@IBMGB

Dear Rubayat

can you assist here or point us in the right direction . Its my understanding that this is part of the Tivoli SW portfolio

Regards

Corné Lottering

Client Technical Specialist - Systems Storage
Systems and Technology Group

IBM Middle East
Mobile: +971-56-216-2744
E-mail: corneltr@ae.ibm.com



Sidharth Gupta

Hi Corne, Hope you are doing good. We seek yo...

04/13/2014 02:33:01 PM

From: Sidharth Gupta/Kuwait/GBM/NBR@IBMGMSR
To: Corne Lottering/United Arab Emirates/IBM@IBMAE,
Cc: Raniero Ronchese/Kuwait/GBM/NBR@IBMGMSR, Nigel Foley/Kuwait/GBM/NBR@IBMGMSR, Fionnuala Morris/United Arab Emirates/IBM@IBMAE
Date: 04/13/2014 02:33 PM
Subject: PACI Kuwait - Tivoli Flash Copy Manager

Hi Corne,

Hope you are doing good. We seek your advise and help to sort the below issue at PACI.

In 2011, we sold Tivoli Flash Copy Manager(TFCM) as part of the SVC stretched cluster solution at PACI. The project finally got implemented in the end of March 2014 except for the TFCM part.

Host environment of the project involves three node Solaris Cluster (active passive) with native Oracle DB. It has been discovered now that TFCM supports Solaris platforms, but as stand alone servers and not clusters.

I raised an RPQ (767-43727), however the same was rejected with the following comments -

"The TFCM team asked that you resubmit your customer request (or the customer can submit too) over at the IBM Developerworks site: open a Request for Enhancement (RFE: http://www.ibm.com/developerworks/rfe/?BRAND_ID=90) against FCM so that our FCM product management can evaluate and prioritize this topic."

We request you to help us in reaching out to the right people who can help us to solve this solution and probably find a work around.

Thanks in advance.

Sidharth Gupta
Storage Sales Manager

Khorafi Business Machines
General Marketing & Services Representative for IBM WTC
P.O. Box 4175, Safat, Kuwait

T: +965 2259 - 4586 | **F:** +965 2223 3280
M: +965 5087 9984
sidharth@kw.gbm.ihost.com
www.gbm4ibm.com | Facebook | Twitter | LinkedIn

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