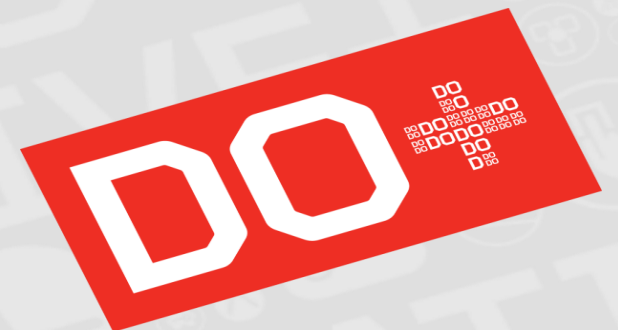


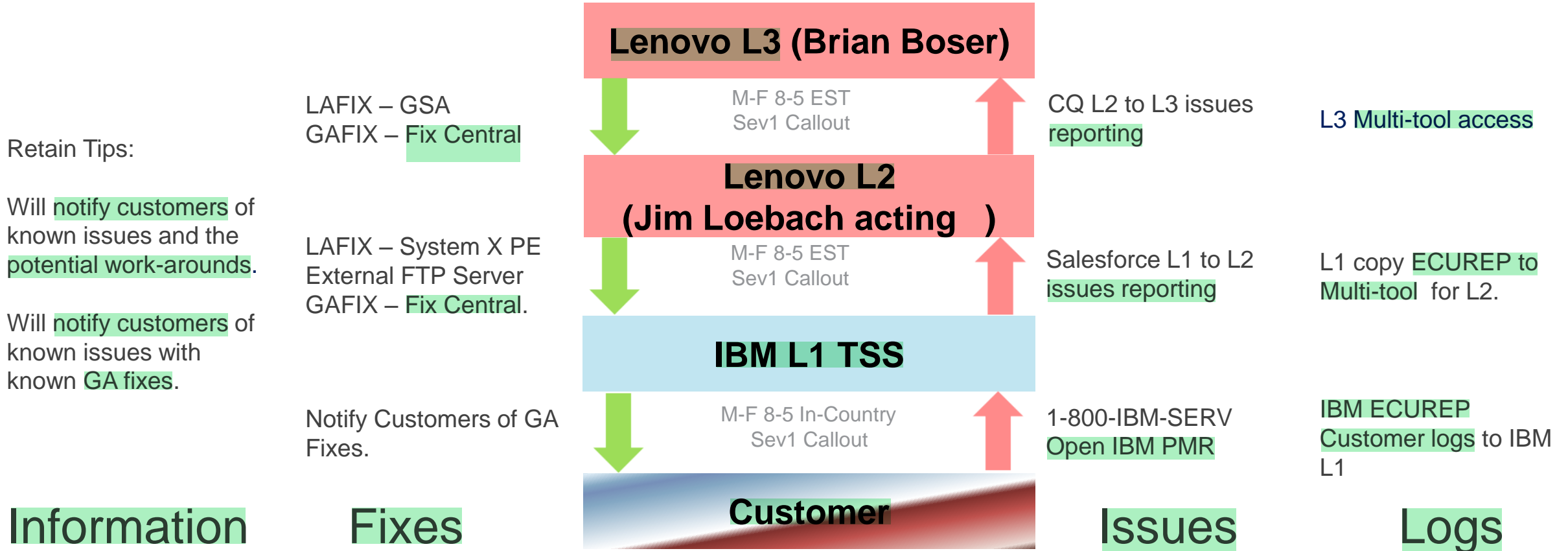
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## EBG Server Education LXCA Customer Support Flow

Brian Boser | Manager XClarity Administrator L3 support – 4/14/2015



# Support Flow



GA1 Product Download, Fix Download, Tips. All IBM processes the customers are familiar with.

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