ThinkAgile VX support flow
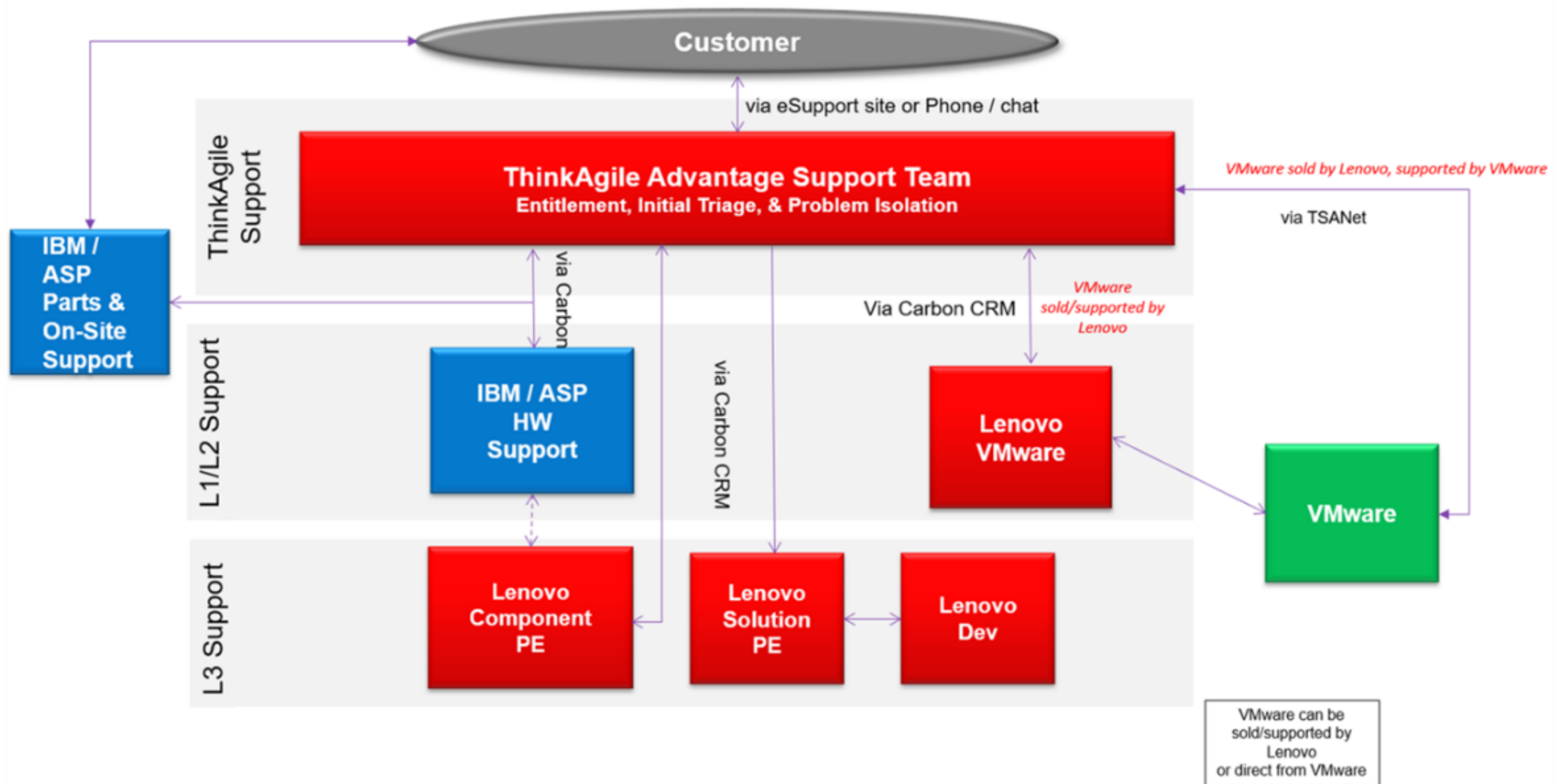
Support flows for appliances and certified nodes
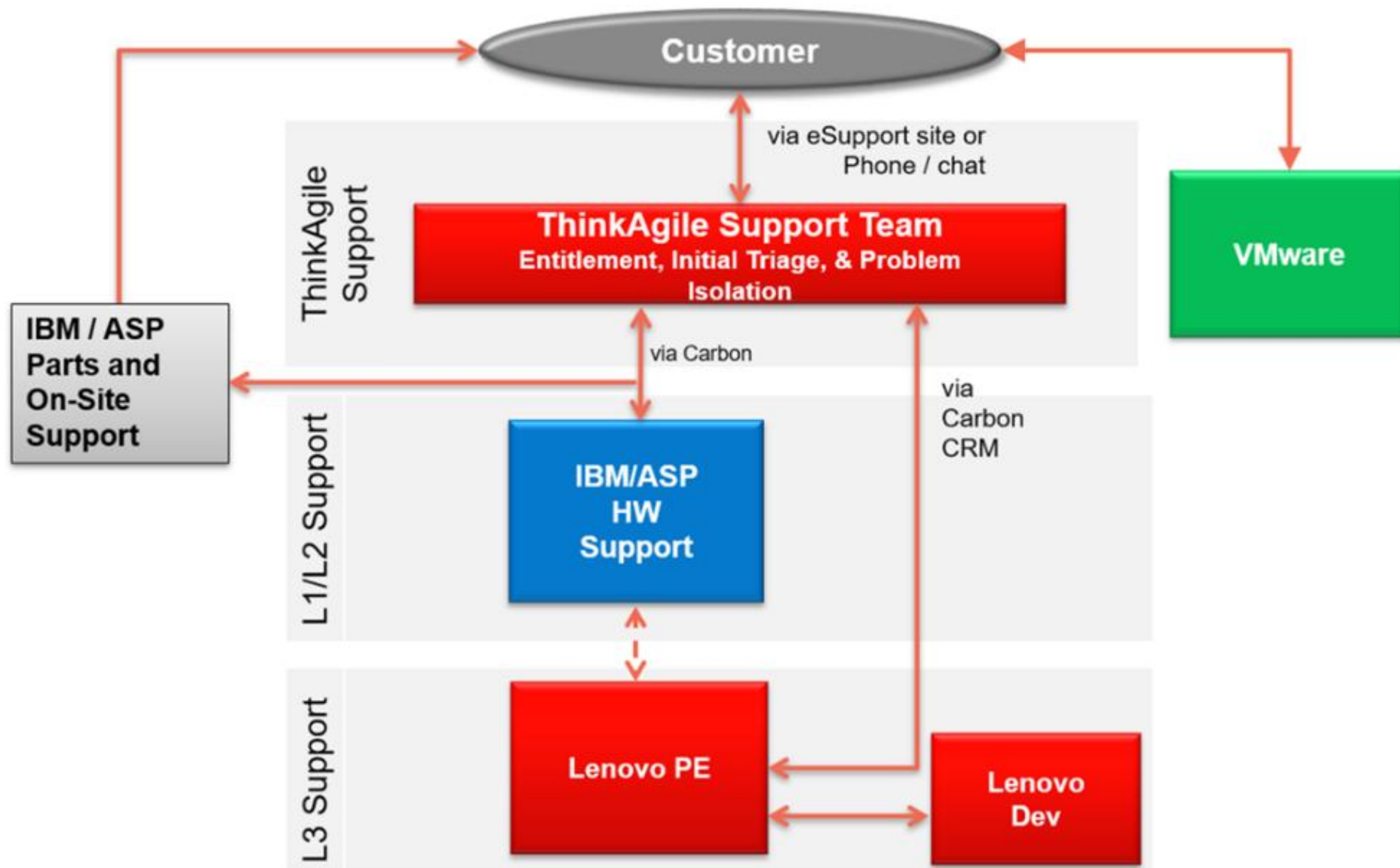
ThinkAgile VX appliances

ThinkAgile VX certified nodes -1

In ThinkAgile markets for IBM and ASPs.

ThinkAgile VX certified nodes -2

Outside ThinkAgile markets.

*L3/Component PE will engage ThinkAgile Development as needed

Customer

Phone

Phone

L1/L2 Support

IBM HW/ASP Support

SW Provider

Via Carbon CRM

L3 Support

GEO L3 or Component PE

SW Provider

Lenovo