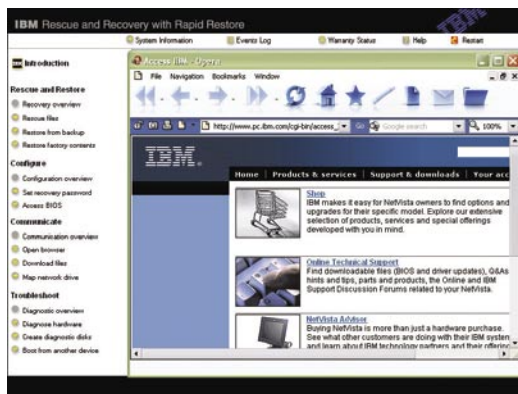


One little button. One major breakthrough in system recovery.



## IBM Rescue and Recovery with Rapid Restore

**IBM recommends Microsoft® Windows® XP Professional for Business.**



The Rescue and Recovery support environment

### Highlights

- **Want to reduce help-desk calls? IBM Rescue and Recovery™ with Rapid Restore™ software helps employees resolve system issues for themselves.**
- **Offer IT resources without a phone call. This IBM solution provides access to company support in a pre-OS environment over the Internet<sup>1</sup>.**
- **Direct everyone to “hit the blue button” for system help and system recovery.**
- **Deploy right from your chair. This software is customizable and can be deployed remotely or included as part of your preloaded software image.**
- **Encourage employees to help themselves. The do-it-yourself interface helps users restore files, folders, and the entire software image—even if the primary OS will not start up.**
- **Make the most of your IT budget. Rescue and Recovery is included in the cost of your IBM systems.**

### Big solution. Tremendous relief.

Long help desk calls. Pleas for a way to recover lost files. Costly onsite visits. There's no denying that when a PC crashes as a result of a virus, worm or software glitch, the cost in time and productivity can be huge to both you and employees.

Rescue and Recovery with Rapid Restore software is an IBM ThinkVantage™ Technology that can help. It's a one-button backup and recovery solution that employees can use to help them recover PC systems on their own. That can leave you and your help-desk staff more time for higher priority IT projects.

### Self-help that helps you.

According to *Technology Business Research (TBR)*, using Rapid Restore software can help eliminate the need for an onsite visit to re-image a PC. *TBR* states this can save up to \$400 per incident (March 2003). Here's how Rescue and Recovery with Rapid Restore software can start helping your organisation save money:

### The blue button is the key.

On current IBM PCs, the blue button launches Access IBM. When everything is working right on the system, Access IBM offers employees

Go to [ibm.com/pc/europe/think](http://ibm.com/pc/europe/think) to locate an IBM reseller or for more information.

## Press the blue button. And make system recovery easy.

push-button access to online<sup>1</sup> and on-system resources. After a system crash, this button becomes a lifesaver. It connects users to Rescue and Recovery mode.

Rescue and Recovery mode features a pre-OS interface that is graphics-rich and very easy to use. From this place, employees can simply point and click to restore their systems to a previous backup. That includes files, folders, databases, applications, operating systems and entire system images.

### **Time is always a factor.**

That's all fine and good, but how long will this take? Depending on your configuration, a full system recovery can take as little as 20 minutes.

### **Help recover files—without helping.**

Typically it's the documents that were being worked on right before the

*"Consider it CPR for the computer. Indeed, it's like providing an emergency operating system that can bail out a ThinkPad damaged by virus or corrupt files, even if you cannot boot into Windows."*

—Edward C. Baig, *USA Today*, February 2004

system crashed that employees are most eager to get their hands on. With new enhancements to Rescue and Recovery, that isn't a problem.

Why? IBM File Rescue capabilities. This feature makes it easy for employees to recover documents that aren't backed up. Before restoring their system, staff can simply transfer files to a memory key or other storage device (sold separately). To make it easy to find the new documents and files, File Rescue displays exactly which documents are new or changed since the last backup. Plus, File Rescue can help recover accidentally deleted files.

In addition, File Rescue can retrieve individual files from different backup versions. When the most recent backup has been infected or corrupted, that really helps. This lets employees restore the system from an uncorrupted backup version and recover documents that have been developed since.

### **Provide a direct link to help desk resources.**

To give mystified employees easy access to online support resources, Rescue and Recovery provides a Web browser in its user-friendly pre-OS mode. This Web browser

## **IBM recommends Microsoft® Windows® XP Professional for Business.**

### **The absolutely critical, need-to-know essentials**

#### **Systems that feature Rescue and Recovery software:**

IBM ThinkPad® notebooks or IBM ThinkCentre™ desktops can download this software. Select models are preloaded with it.

For a list of supported IBM PCs, refer to <http://www-3.ibm.com/pc/support/site.wss/MIGR-4Q2QAK.html>

#### **System Requirements:**

Microsoft® Windows® XP Professional Edition (Client), Microsoft Windows XP Home Edition, Microsoft Windows 2000 Client Edition

#### **To purchase Rescue and Recovery for non-IBM systems:**

IBM customers deploying in a heterogeneous environment should contact their IBM sales rep for details



feature is another key to keeping employees from picking up the phone at the first sign of trouble.

You can customise the browser to link to a page you've developed to handle commonly asked questions. It can also include your company's online support procedures. That keeps employees self-reliant and you free to work on the real tough stuff.

### **Help help-desk calls get right to the point.**

Of course, you're still going to get help desk calls regarding system recovery. But that doesn't mean they must be long, frustrating and costly.

To reduce the length of calls, Rescue and Recovery provides employees an instant view of all the information you're going to need. That includes BIOS data, operating system information, machine type, serial number and diagnostic logs. It's really very comprehensive.

In addition, this technology gives employees access to diagnostic tools that can help them identify problems before they pick up the phone. These tools can help your caller see what's going on and get right down to business with you.

### **Easy to customise. Simple to deploy.**

From links to online resources to backup instructions, this technology can be customized to fit your specific IT requirements. Plus, it can be remotely deployed over a network right from your office, or included in an installed image and rolled out with your new systems. The options are amazing.

### **The innovations go on and on.**

Looking for more efficiency-improving, business-building technologies? IBM has them. They're called IBM ThinkVantage Technologies. They have been developed to help businesses increase efficiency. To learn more about Rescue and Recovery software or other IBM ThinkVantage Technologies, visit [ibm.com/pc/europe/think/en/thinkvantage](http://ibm.com/pc/europe/think/en/thinkvantage)

### **External storage devices make system recovery even easier.**

Rescue and Recovery is compatible with a broad range of optional external devices: a second hard disk drive, USB hard disk drives, DVD burner—even the network server. IBM recommends the IBM 40GB Portable USB Hard Drive with Rapid Restore to take on the road.

### **ThinkVantage Technologies Service and Support.**

Rollouts of even the most user-friendly new technology can be challenging at times. To help you get the most out of ThinkVantage Technologies, IBM has specialists that can provide everything from onsite analysis to installation assistance.

Help ensure a successful and efficient deployment. Ask about ThinkVantage Technologies Service and Support today.



IBM ThinkCentre desktop with Rescue and Recovery software.  
IBM ThinkVision™ monitor not included.

**Check the Web**

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<sup>1</sup> Internet access required; not included.

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