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New support line is available

A new support line is now available to provide our IBM US team members supporting the American Express account with connectivity support on the client's network. Establishing this service is in response to suggestions received from the recent Team IBM @ American Express Employee Satisfaction Survey. In announcing the new service, vice president and global delivery project executive, [Don Woodward](#) said, "You spoke, we listened, and we're taking action to make it easier for you to do your job."

The idea behind this initiative was to centralize support for connectivity between the American Express and IBM networks to enhance the productivity of IBMers in the US supporting American Express. A team of our help desk technicians familiar with the requirements will provide help to the IBMers. Providing help desk support to our clients at American Express is the primary goal of all help desk staff, therefore, the new support line will be available only during off-peak hours. Team members calling the new support line must have a [BluePages](#) profile and an IBM-imaged laptop running Windows XP with AT&T Network Client installed.

Team members may contact the support line for assistance with:

- Identifying how to register for IBM@AXP, Team IBM, and to request pass-through server access
- Identifying American Express IDs needed to connect to the American Express network
- Assistance with setting up connection documents to allow access to American Express Lotus Notes databases
- Configuring network settings for connecting to the American Express network
- Identifying how to connect to the IBM@AXP terminal server
- Setting up American Express Secure Remote Connect (SRC)

Please continue to use the IBM resources available for assistance and issues with IBM tools and applications, i.e., [IT Help Central](#) and the IBM Customer Service Center at 888-IBM-HELP (426-4357).

Questions regarding the support line should be directed to [Lisa Quiban](#) (lisaq@us.ibm.com). For information about this article, contact [Nancy Schubert](#) (xdschub@us.ibm.com).

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Support line information

US Toll-Free: 888-259-2174
The support line is available Tuesday through Friday, from 10 a.m. to 5 p.m., Mountain Standard Time (MST).

Additional information

[Free yourself from the Help Desk!](#)
Five common IT "fixes" that you can do for yourself.

[IBM IT Help Central](#)

The single place to visit for information and help on the IT tools and services we use at IBM.

[AT&T Network Client](#)

Expert on this topic



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