



Leverage a world wide network

Asako Iwai, Support Analyst

Meet Asako

Information Management Support Analyst Asako Iwai has a unique skill set that allows her to meet her clients' software support needs across time zones, languages and geographic boundaries. Leveraging her network and worldwide resources to provide the right fix, Asako protects her clients' investment in Information Management Software. Her passion for her clients' success, for new technology and for languages allows Asako to take her clients' on a journey to higher product learning and innovation.

“Asako protects her clients' investment in Information Management Software.”

Her love of languages extends beyond the office. Asako explores Asia with her children in search of diverse and exciting cultural experiences.

How Asako leveraged her worldwide network to find a solution

Asako's experience driving clients' success with IBM OmniFind Enterprise Edition software, helped her support a European pharmaceutical company. They were experiencing an OmniFind search function issue in their IBM Lotus Domino email environment. Unable to deploy OmniFind, the company could not search and analyze unstructured data within their Lotus Domino servers. They turned to IBM Support for assistance.

Asako solved their month long issue in just two weeks by leveraging her deep technical skill set and her worldwide network. She worked closely with



world wide Lotus Domino Support experts, alongside the Japan OmniFind development team to find the right solution for her client.

Together they provided a fix to the client's OmniFind code as a preventative measure, and suggested an upgrade to the latest version of Lotus Domino software. This fix then allowed the client to:

- Implement and integrate a successful search system in their Lotus Domino environment
- Query information valuable to their business
- Effectively run system maintenance with the improved, robust OmniFind code



Asako's Approach

Search for the right information

To gain insight into her clients' situations, Asako asks many questions in search of the right answers. She knows that by better understanding and analyzing her clients' needs she can help them get the right information to the right people at the right time.

Asako's Philosophy

Deliver high value solutions

Asako views herself as a strategic contributor to her clients' success. To realize her philosophy, she leverages a unique set of IBM resources and capabilities around the globe to provide 24/7 support and rapid problem resolution.

Delivering high value solutions helps her clients' increase employee efficiency and drives better business decisions.

“A strategic contributor to her clients' success.”

Asako's Background

Asako began her IBM Support career almost a decade ago, specializing in AIX Operating Systems and later in DB2 LUW. Her excellent language skills helped her become a World Wide OmniFind Enterprise Edition Support Analyst, where she successfully applies both her Japanese and English language skills. She is dedicated to helping meet her clients' needs to protect their software assets and drive their business success.

Asako's analytical nature is one of her main strengths enabling her to successfully troubleshoot her clients' issues.

She earned Master of Science degree in applied physics, and learned how to maintain and run computer systems in her spare time.

Hobbies

Asako shares her passion for languages and cultures with her children by taking them on frequent trips throughout Asia, including China and Taiwan.

She is also interested in the latest IBM



translation and cloud computing technologies. She recently participated in a charity-driven translation competition and participates in MentorPlace, an IBM

piloted program that brings professionals and students together for academic assistance and career counseling.

Information Management Client Support

When you leverage IM Client Support you get phone or electronic access to our expert technical support specialists. Acting as your single-source software support service, IM Client Support offers fast and accurate problem resolution. The world-class support capabilities of IBM and the varied expertise of our global network of support professionals offer personalized support that best suits your software environment saving you time and cutting costs. For more information, visit our IM Client Support website: ibm.com/software/data/support/

IBM OmniFind Enterprise Edition

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