



Take an Innovative Approach to Support

Danil Bulankin, Software Support Engineer

Meet Danil

Information Management Software Support Engineer Danil Bulankin's passion for technology and software innovation allows him to draft the best support solutions for his clients. Leveraging his background in development, Danil understands the complexity of his clients' software environments and can better plan a support approach to meet their needs.

“ Danil understands the complexity of his clients' software environments.”

Outside of IBM, Danil challenges his skills by programming mobile devices with applications that are both helpful and fun to use.

How Danil developed a new tool to speed up the resolution process

When a client in the financial industry, with an Enterprise Resource Planning (ERP) system, was experiencing a delay in their IBM DB2 environment, they contacted IBM Support to help speed up their resolution. Danil took on the case and immediately began to analyze the client's environment. He quickly found that the client's ERP system was highly complex and would take a considerable amount of time to sort through, potentially delaying the time to resolution.

Danil's development background enabled him to create a new graphical tool to help him navigate and access the data faster and more efficiently.



Using this new tool, Danil was able more quickly detect the weak spots in the client's system that was causing the delay. To resolve the issue Danil helped the client fine tune their DB2 settings for optimal performance.

Danil's new tool was so successful in providing a speedy solution that he had it published internally, making it available for fellow Support Analysts to use. Danil's support helped his client:

- Avoid lengthy downtime and continued data response delays
- Access data values ten times faster
- Manage their software environment more efficiently



Danil's Approach

Draft a detailed plan

Finding opportunities for software improvement with each Support case, Danil is skilled at identifying issues and drafting a successful support resolution. By creating careful and detailed solution plans, Danil provides timely software fixes, along with suggestions to help his clients better utilize their IBM software.

Danil's Philosophy

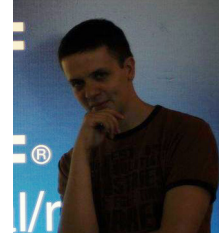
Trust is the key to customer success

Danil believes that the key to a successful resolution lies in the relationship he builds with his clients. He views each client issue as if it were his own, helping his clients trust that he will help them reach their software goals. Focused on maintaining the trust of his clients, Danil acts with integrity and works toward a shared objective. He uses constant communication to provide a level of understanding that he is motivated to see his clients succeed.

“Danil is **skilled** at identifying issues and drafting a **successful** support resolution.”

Danil's Background

Following his passion for information technology, Danil graduated from Novosibirsk State University in Russia with a degree in Computer Science. He spent almost a decade in development, focusing on analysis software and computer-based education systems, before joining IBM in 2006 as a Java developer.



Seeking to grow his area of expertise and his career path, Danil joined the IBM Support organization two years later. Today, as a Software Support Engineer,

he leverages his background and skill set to go above and beyond for his clients' software success.

Hobbies

Even in his spare time, Danil keeps his technical skills sharp. For over seven years, he has been programming helpful functions and tools into mobile devices that are both fun and practical. Some of the application he's developed include: a WiFi finder, a reminder alarm that ensures he never leaves the house without his wallet, and a location tracker that records his whereabouts. Although most of these applications are available from third-party vendors, Danil enjoys the challenge of developing the functions and the gratification of running the application he's built.

Information Management Client Support

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IBM DB2

Visit the [IBM DB2](http://ibm.com/db2) website for more information.