



# Running the course to success

Karen Powers, Advanced Technical Support Engineer

## Meet Karen

IBM Information Management Advanced Technical Support Engineer Karen Powers navigates IBM InfoSphere DataStage and IBM InfoSphere Information Server with precision and speed. Karen combines 20 years experience with expert training to guide her clients through the course to quick resolutions. Karen mentors her fellow Support colleagues, training new and existing support analysts worldwide.

**“The faster she gets her clients up and running the more time they have to focus on business activities.”**

Outside of IBM, Karen enjoys spending time with her family. Along with her son, she trains their dog to compete in agility competitions.

### How Karen jumps hurdles to fix system problems

As an Information Server Advanced Technical Support Engineer, Karen handles critical support cases. Knowing that the faster she gets her clients up and running the more time they have to focus on core business activities, Karen quickly clears the software hurdle she encounters.

A client in the retail industry with a large heterogeneous database environment was unable to collect and warehouse their data, caused by system problems that corrupted their project files. With out of date backups, this retailer was at risk of losing their job designs and spending significant time,



money and resources to re-create them. The client immediately turned to IBM Support for assistance.

Karen spent just two hours repairing the client's broken and corrupted project files, getting their project back up and running in record time. This resolution allowed the client to focus on their business requirements by:

- Allowing developers to access the project files
- Avoiding significant revenue loss
- Preventing a costly and timely recreation of their data collection jobs



## Karen's Approach

### Listen and learn

Karen is an attentive and resourceful Advanced Technical Support Engineer with a two-part approach. First, she listens carefully and asks key diagnostic questions to get a handle on the situation and decides on the best strategy for the right fix. Second, Karen collaborates with her team of analysts and engineers leveraging IBM resources to help her clients gain the most value from their software.

## Karen's Philosophy

### Clients come first

Karen's philosophy is simple: her clients come first. She makes all decisions in their best interest.

“IBM Support is an integral part of driving higher client satisfaction and software innovation.”

Karen is confident that IBM Support is an integral part of driving higher client satisfaction and software innovation with Information Management and Information Server products.

## Karen's Background

A passion for Information Technology (IT) led Karen to pursue a 20-year career in Support. Upon graduating with a Degree in Computer Science, she joined a small IT company. There, Karen was responsible for making sales, providing support and training her clients, setting the course for her career at IBM. Karen resolves complex client concerns as a member of the IBM Advanced Technical Services team. Her background in training makes Karen the ideal mentor to new and existing analysts.

She keeps her team informed of any new training that becomes available such as knowledge transfer



presentations when new products are released. As a DataStage and Information Server expert, she has helped organize the creation of a series of support-oriented training workshops to give support analysts world-wide a competitive edge.

## Hobbies

When she is not immersed in the world of Support, Karen enjoys taking weekend fishing trips with her husband and two sons. Also an animal lover, Karen and her oldest son have been training their dog in agility for over five years. Along-side their Australian Shepherd, Karen and her son have competed in numerous competitions to win what she describes as a “wall full of ribbons.”

## 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/](http://ibm.com/software/data/support/)

## IBM InfoSphere DataStage and InfoSphere Information Server

Visit the [InfoSphere website](#) for more information.