IBM Expands Developer Support on the West Coast

AIXwest, formerly located in San Jose, California, has just expanded into facilities in San Mateo. The complete range of IBM RISC hardware and software is on-site for solution providers to use. This includes PowerPC-based systems, the RISC System/6000, both PowerPC-based and POWER2-based models, as well as the SP1™ parallel processor. This article describes what these unique facilities can do for solution providers.

The primary goal of AIXwest is to make it easier to bring products to market across the whole range of AIX platforms. At the AIXwest location, solution providers can get their hands on the hardware and receive help from resident AIX experts. IBM's Austin lab also provides similar services. With the power and performance of POWER2 and PowerPC based-systems, the time is ripe for developing new applications on the AIX platforms.

AIXwest and the IBM Austin lab help UNIX software vendors, systems integrators, and consultants with porting, testing, feasibility studies, and benchmarking AIX-based solutions. Many users of these facilities are moving to AIX platforms or want to validate their solutions on AIX platforms. This includes solution providers that are currently selling products on the RISC System/6000 and want to expand their market, and those who want to validate their applications for use on IBM PowerPC and POWER2-based systems or port their applications to parallel processors such as the SP1. Future PowerPC-based personal systems from IBM's Power Personal Systems Division will also be featured at the center when they become available.

AIXwest

AIXwest began in 1990 as a RISC System/6000 porting center. Since then, two factors have fueled the need to expand. First, many more solution providers are taking advantage of the center than was anticipated when the facility was established. Second, the POWER Architecture has evolved to provide an unprecedented range of scalability with the addition of the POWER and PowerPC technology, and the SP1 parallel processor. According to Eric Leong, ISV manager of AIXwest, "We now need a place where solution providers can port and validate their applications across our entire range of products. With 60% of the major UNIX enablers and software vendors located on the West Coast, San Mateo is a natural place to locate this center."

AIXwest now has five porting labs (private areas for the exclusive use of vendors) open 24 hours a day. "We realize that programmers don't work banker's hours. We have also tried to make this a comfortable environment—so we have a lunch room and classrooms," adds Leong. In addition, there is a large networking lab for testing products.

Porting is just the first step for vendors. AIXwest is also a source of ongoing technical support. Systems integrators and consultants can validate and tune their total solutions on various AIX platforms at AIXwest.

Leong adds, "We are continuing the AIX Interest Series—a regular series of briefings on current UNIX topics such as the Distributed Computing Environment (DCE), PowerPC, and AIX in client/server architected solutions. Although the AIX Interest Series is primarily focused on techni-

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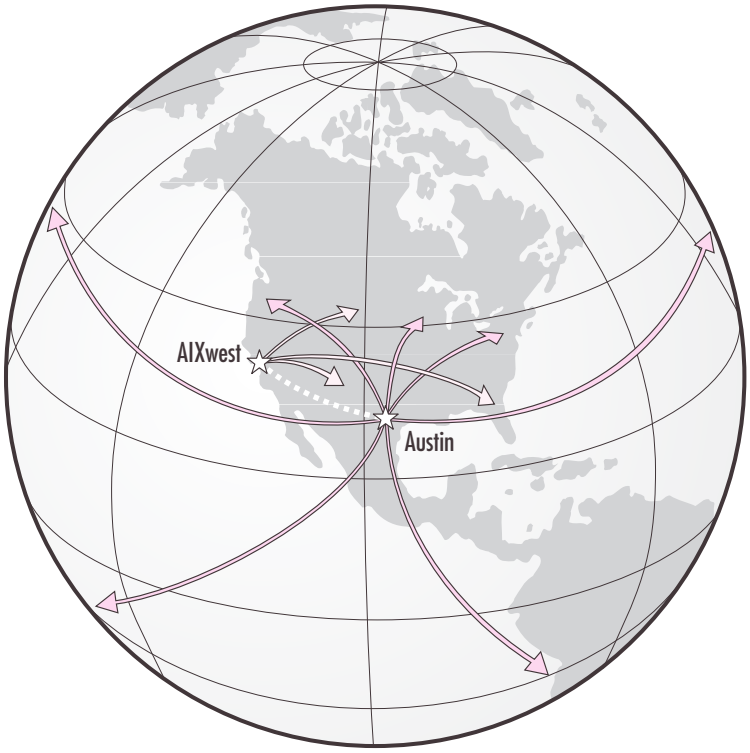
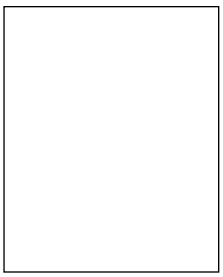
Support Extends Throughout the World



cal topics, we also plan to offer seminars about expanding market opportunities with IBM RISC products."

Product specialists for each AIX platform are available on-site at AIXwest, helping ensure that vendor applications are optimized for the RISC environment. These specialists are backed up by multiple IBM organizations, including the Austin lab, where the RISC System/6000 is developed and manufactured. Backup support for the SP1 comes from the Kingston, New York lab.



Eric Leong

Leong sees AIXwest as a window into IBM for solution providers. "There are many IBM organizations that can help vendors develop and market applications on AIX platforms. AIXwest guarantees that we will either help you within AIXwest or find the right person within IBM."

For information about AIXwest developer services, call (800) 628-4AIX.

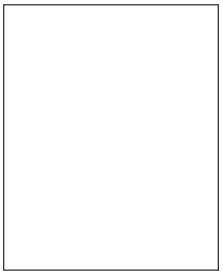
POWERparallel System Support

AIXwest is the only place in the U.S. where developers can get their hands directly on an SP1 (the SP1 development lab will offer SP1 access by telecommunications). That makes it a great place to investigate the potential of parallel processing for your applications. For an overview of the SP1, see the article "IBM POWERparallel Products" on page 64 in this issue.

According to Rod Cowan, manager of POWERparallel™ commercial applications enablement, "AIXwest allows our business partners to try out a parallel application, try an application against a parallel database engine, or do some performance tuning. The machines and the expertise are all under one roof. The business partners will then know exactly what they can offer to their customers."

IBM's Austin Lab

IBM's Austin lab is the primary location of the RISC System/6000 development team. Charles Patrick is the manager of RISC System/6000 solution provider planning. His group devises the best ways to provide technical support to solution providers. "The group has three goals:



Charles Patrick

1. To help vendors make their products available when IBM delivers new systems. IBM provides access to systems hardware, software, and technical support to help software vendors develop their applications on newly announced RISC System/6000 products.
2. To assist vendors in optimizing the performance of their applications on the RISC System/6000. IBM provides development and support experts to assist software vendors with benchmarks and performance tips and techniques.
3. To increase the number of applications available on the RISC System/6000. IBM works closely with solution providers, IBM marketing units, and user groups to continually seek out and port key applications in all business segments.

In addition to AIXwest and Austin, some IBM branch offices also offer machine time and technical help to developers. AIXwest can provide more information about these locations.

What's in store for the future? "Based on the success of AIXwest," says Patrick, "we are planning similar centers around the world. We want to provide the same level of support to non-U.S.-based developers beginning in 1994."

/AIXtra—POWER Technical Conference

Mark your calendar—May 9 through 13—for the event that combines two great IBM conferences: /AIXtra Technical Conference for system administrators and the POWER Conference for AIX application programmers, technical managers, and systems integrators. The conference will give you:

- **Practical information** to address today's system administration and software development challenges
- **IBM's product and technology directions** to plan for the coming year

Planned conference features include the following:

- Over 70 AIX-related topics, ranging from practical everyday use to advanced software development considerations and technology. This includes everything from product directions to implementation tips and techniques.
- Ten hands-on workshops
- Large exhibition area for both IBM and non-IBM product demonstrations

Speakers include IBM's own software developers and technical support experts.

The conference will be held at the Grand Kempinski Hotel in Dallas, Texas. To request an enrollment package:

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For more information about AIXwest, call (800) 678-4AIX.

Join IBM's Developer Support Program Now

Now is the time to take advantage of this support and get your products on the IBM platforms. The RISC System/6000 is the hottest workstation on the market—with a market share growing faster than either Sun or HP® platforms. The recent introduction of the PowerPC-based RISC System/6000 models has created a significant amount of excitement within the user community, providing a great opportunity for solution providers to expand their markets.

AIXwest is a West Coast extension of IBM's POWER Team support program, which assists developers of products that run on the RISC System/6000. POWER Team membership provides access to many resources, including both call-in and electronic technical support. One advantage of the POWER Team is direct access to IBM developers for technical support. Other benefits of membership in the POWER Team are on-site consulting, design reviews, performance tuning assistance, plus many more services.

The goal of the POWER Team is to make both IBM and its business partners more successful. For IBM, this means increasing market share; for solution providers, it means selling more licenses. For more information about joining the POWER Team program, call (800) 222-2363.