

# **CICS Tools deployment support**

## **Details of the offer**

IBM is offering CICS Tools customers a no-charge CICS Tools deployment service.

The service includes up to 3 months of free technical support via web and teleconference.

The 3 months of support commences immediately after purchase of the product has been completed. It includes e-mail access to Lab technical specialists for assistance with installation, configuration and initial use. In addition, customers can request up to 2 hours of web and teleconference assistance per week.

At the end of the 3 months, if customers require additional assistance, this can be obtained via IBM Hursley Lab Services.

## **Why are we making this offer?**

The CICS Tools development team in Hursley is keen to help customers deploy and get maximum business value from the product they have purchased.

By providing technical support during installation, configuration and initial use of the product, CICS Tools development can help to ensure optimum configuration and efficient use of the product.

In return, CICS Tools development gain valuable insight into customer pain points during deployment of the product. This helps to improve future product quality.

The engagement steps would be as follows:

1. Discuss your topology and deployment plans and identify your key use cases with input from a technical specialist to help set you on the right track
2. Regular interlocks, up to 2 hours a week, with a Tech Specialist to help guide you through the deployment and configuration. Email, Conference Call, Webcasts
3. Deployment retrospective - opportunity to feedback to the team on your experience, get any last minute assistance before handing over to the normal IBM Service Process

## **Summary of the offer**

- Up to 3 months free technical support (for a duration of 3 months since purchase) provided by Hursley CICS Tools Lab technical specialists. This will also include a presentation or demo on the key features of the product.
- e-mail access to Hursley Lab technical specialists during the 3 months
- Up to 2 hours of web and teleconference assistance per week during the 3 month period
- Fee-paid Lab services can be purchased after the 3 month period for any additional services related to rollout of the product solution.

**Note:** This offer is only valid for CICS Tools purchases completed during 2015.

To take up this offer, please contact your IBM Sales or Technical Sales Specialist.