IBM

IBM PLM Enhanced Support

The IBM PLM Technical Support Centre specialists will:

- *Attempt to reproduce a client's problem*
- *Act as the client's advocate to the maintenance and development teams*
- *Aim to minimise the resources clients need to invest in internal support procedures*
- *Perform Problem Determination/ Problem Source Identification (PD/PSI) procedures for each reported issue to accelerate resolution.*

Comprehensive and flexible service

The PLM Technical Support Centre provides enhanced support during regular business hours. Clients can submit task-oriented questions about defects, usage, installation or migration, either online or by telephone.

The PLM Technical Support Centre has access to numerous configurations of CATIA, ENOVIA and SMARTEAM products, helping the team to provide comprehensive support. Staff also have access to unique problem diagnosis tools.

Highlights

- **Delivers defect and non-defect support for CATIA, ENOVIA and SMARTEAM products**

- **Provides enhanced support via telephone or by accessing the IBM Product Lifecycle Management (PLM) Technical Support Web site, which is charged at an annual rate**

- **Allows clients to submit questions about defects, usage, installation or migration**

- **Enables around-the-clock access to up-to-date software fixes, product refreshes, service packs and tools.**

Cost effective support – skilled resources

The global IBM PLM Technical Support Centre comprises skilled professionals with years of experience in supporting a multitude of CATIA, ENOVIA and SMARTEAM clients. With access to extensive testing facilities, product maintenance and development teams, and technical competency centres, the IBM PLM team has the knowledge and expertise to increase the efficiency of clients' PLM investments.

CATIA

ENOVIA

SMARTEAM

A powerful information resource

Today, organisations need efficient and reliable software support. But for many companies, the infrastructure and resources required to provide this level of support are cost-prohibitive.

Alternatively, companies may require additional support – to complement existing internal support structures – beyond defect-only reporting. Furthermore, companies may be looking to complement the help desk or supplement the onsite service provided by IBM or an IBM Business Partner.

IBM PLM Technical Support Web site

The PLM Technical Support Web site is available around-the-clock and allows enhanced support clients to:

- *Submit, view, and update defect and non-defect problems*
- *Access extensive information databases available for CATIA, ENOVIA and SMARTEAM configurations, usage, installation and planning*
- *Source software fixes, product refreshes, service packs and tools to keep products updated to the latest supported levels*
- *Participate in problem resolution themselves with timely updates on technical tips, product bulletins and service information.*

IBM Technical Support Advocate

An optional feature is IBM Technical Support Advocate which enables clients to access an IBM Technical Support Advocate via telephone.

The IBM Technical Support Advocate:

- *Provides a single point of contact for software maintenance and technical support*
- *Assists clients with coordination of PLM support activities at the customer number level (not just the individual PMR level)*
- *Tracks the status of reported problems, communicates progress and provides problem escalation efficiency (process and contacts) via monthly reviews.*

For all support requirements

With a wealth of skills, experience, information and technology tools, the IBM PLM Technical Support Centre provides a high quality service to enhanced support clients. Clients receive the information they need to leverage their employees' training and to maximise the benefits from overall investments.

There is no limit to the number of problems reported

IBM PLM Enhanced Support is purchased annually as IBM software using programming request for price quotation (PRPQ) product code 5799-C88. Pricing is calculated by the number of IBM PLM configuration applications installed and supported per IBM customer number.

For more information

For more information contact your IBM Representative, IBM Business Partner, or visit the IBM PLM Web site at: **ibm.com**/solutions/plm

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The IBM home page can be found at **ibm.com**

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