



IBM Software Group



**For Additional Information**

To request more information in North America, please contact your IBM sales representative or send an e-mail to [dmskills@us.ibm.com](mailto:dmskills@us.ibm.com)

*For more information on IBM DB2 information management software services, visit our Web site at : [ibm.com/software/data/services](http://ibm.com/software/data/services)*

IBM Software Services for DB2 Information Management, IBM Global Services and IBM business partners work closely to provide you with expertise in all aspects of your information management solution; whether you're looking for deep product expertise, business consulting, or project management, you can rely on experienced consulting services from IBM and its partners.

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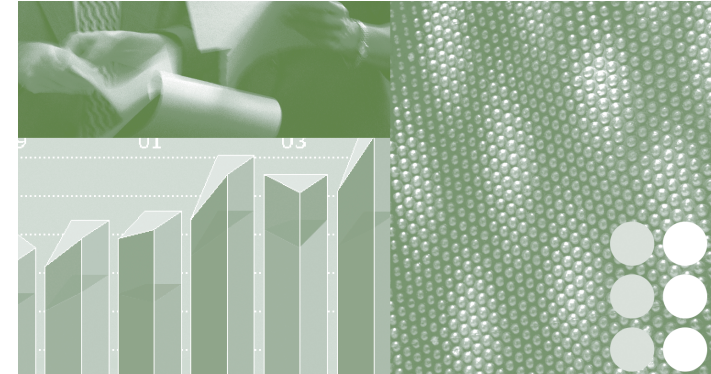
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**DB2.** Information Management Software



**DB2 Content Management Support, services and skills**

*Accelerate time to value with  
DB2 Information management software*





## Customer Support

Quick resolution and high availability

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### IBM® Software Maintenance Provides for:

#### Voice support

- Responsive and knowledgeable support from IBM software centers worldwide
- After-hours support for sev 1 problems

#### Self-help electronic support

- Product updates and fixes
- Problem incident reporting and tracking tool
- Flash alerts
- Answers to frequently asked questions
- Hints and tips

Support Web site:

[ibm.com/software/support](http://ibm.com/software/support)

## Training and Certification

Develop high-value skills for today's market

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### DB2® Content Management Education

IBM DB2 Information Management Education Services offers traditional classroom, custom, and e-learning solutions on the breadth of content management software products. Traditional classroom training is offered through many IBM locations. Through Mobile Academy, IBM can also bring the instructor-led training to you.

Highlights of current course offerings:

- Getting Started with Content Manager : Implementation and Administration
- Customize Content Manager : API Programming
- A Guide for the OnDemand Administrator
- OnDemand Applications Workshop
- OnDemand System Workshop

Visit our Web site for a complete list of courses.

## DB2 Content Management Certification

In a competitive business environment, skills validation is highly valued. IBM offers recognized certification for information management technologies. Complete program description and free study resources are available.

### IBM Scholars DB2 Information Management Program

IBM is committed to providing institutions of higher education with a wealth of academic and research resources to ensure graduates can succeed in the fast-paced IT industry.

Training and Certification Web site:

[ibm.com/software/data/education.html](http://ibm.com/software/data/education.html)

## Consulting services

Access to deep product expertise

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### DB2 Content Management Services

The digital world of e-commerce and the internet have generated new challenges for storing and accessing information. Storing all types of content and rapidly integrating them with your core business applications is key to enhancing your customer service and increasing your bottom line.

IBM DB2 content management services consultants have the product experience to help you realize the following benefits:

- Integrate your content with LOB applications (CRM, ERP, distance learning etc.)
- Accelerate time to business value across your enterprise
- Manage the full spectrum of your business' digital information

- Safely, efficiently, and dynamically store and access large collections of:
  - scanned images and facsimiles
  - electronic office documents and computer output
  - XML and HTML files
  - audio and video
- Transfer content management skills to your staff

Our expert consultants possess the following skills to help you realize these benefits:

- In-depth knowledge of IBM enterprise content management technologies
- Experience in creating & managing eCM infrastructure
- Multi-platform and cross-industry expertise

We provide services under the following categories to support IBM DB2 content management products:

- installation and configuration
- migration assessment and assistance
- solution integration

We support the following IBM DB2 content management products:

- IBM DB2 Content Manager
- IBM DB2 Content Manager OnDemand
- IBM DB2 Content Manager CommonStore
- IBM DB2 Records Manager

DB2 information management services Web site:

[ibm.com/software/data/services](http://ibm.com/software/data/services)