IBM

Highlights:

- Proactive guidance, recommendations and mentoring
- Direct interaction with technology experts
- Self-service access to experts for Q&A and knowledge sources
- Dedicated Technical Account Manager with technical skills in your most important technologies
- Improved staff performance through personalized knowledge transfer and mentoring

IBM Expertise Connect

Ensure success with IBM subject matter expertise when and where you need it

Maximizing the benefits of today's fast-moving technology and powerful business solutions requires a broad range of skills that must be updated as technologies and solutions advance. Our team of knowledgable Data and AI experts can enhance your team with a broad range of skills spanning the latest technologies throughout your entire journey from solution development to on-going operations.

Overview

Proactive, pre and post-deployment, development and operational subscription services, delivered by assigned expert resources, to help you achieve benefits and value from your business solutions quicker than you would on your own. IBM Data and AI experts serve as extended members of your team offering expert advice, guidance, mentoring and proactive support to your solutions, projects and operations.

Benefits

Expertise Connect provides trusted advisors to work with you on a short or long-term basis to help:

- Improve time-to-value for implementation of new technologies
- Minimize implementation and operational cost and risk
- Enhance your team with a broad range of expert skills at a fraction of the cost of hiring a group of your own SMEs
- Develop your organization's skills and self-sufficiency
- Assist with maximizing your team's efficiency and productivity
- Accelerate delivery of new business capabilities
- Improve reliability and availability of your solutions
- Reduce business risk

Disciplines

Expertise Connect can help with advice and guidance on:

- Strategy
- Architecture
- Design
- Software configuration
- Application build, test and deployment
- Diagnostics and performance tuning
- Application support and maintenance
- System operation
- Software upgrades
- Data and workload migration
- Education

Technical advice

Customized to help you accelerate adoption, improve productivity, maximize ROI and experience the full benefit of your IBM business solutions, while building staff expertise.

Ongoing lifecycle services

For reliable continuous deployments, and guidance on evolving best practices across the lifecycle, to improve solution capabilities, performance, stability and reduce risk.

What we offer

IBM Expertise Connect offers several options, including three flexible tiers of service levels. Price points and deliverables are dependent upon the package you select:

Coverage	Standard	Advanced	Advanced Expansion Pack*
	One (1) Product Family**	One (1) Product Family**	One (1) Product Family**
Knowledge base, best practices and technical bulletins	✓	✓	✓
Unlimited on-line expert Q&A	3 users	5 users	5 additional users
Watson Academy access	3 users	5 users	5 additional users
Data and AI Expert Labs and Learning self-paced digital learning courses	25% discount (purchased separately)	25% discount (purchased separately)	25% discount (purchased separately)
Expertise newsletter, blog & podcasts	✓	✓	✓
Designated single point of contact / subject matter expert		✓ Shared with up to 3 additional clients	✓ Additional Access to SME resource
Named callers for designated point of contact		5 callers	2 additional callers
Weekly checkpoints		✓	✓
Subject matter expertise, skills transfer and mentoring		✓	✓
Root cause analysis, identify lessons learned, guidance on risk management and mitigation		✓	✓
Problem management and escalation		✓	✓
Environmental Guidance: Change management / release management / patch management		✓	✓
Custom run book		✓	✓
Selection of personalized add-ons* • Operations assessment • Product roadmap session • Upgrade / migration assessment • Skills assessment / education roadmap • Health check / performance assessment • Capacity planning		2 per year	2 additional per year
Early adopter and beta program preferred eligibility			✓
Quarterly business and technical review			✓

 * Requires a 12 month Advanced Subscription

** Available Product Families

Product Families

IBM Expertise Connect can be purchased for a range of product families covering IBM's Data and AI technology portfolio. Please download our Expertise Connect Product Family Listing for the latest listing as well as the IBM products included in each family.

Why Data and AI Expert Labs

Data and AI Expert Labs provides expert services exclusively focused on the Data & AI portfolio. Our depth of experience and extensive proven practices can help you unlock the value of your data in new ways and accelerate your journey to AI. We can help to mitigate risks, raise the quality of your implementations and build valuable skills. We have provided guidance, advice, reviews, assessments and assistance to thousands of clients around the world enabling them to maximize the return on investment for both their on premise and cloud-based Data and AI solutions.

For more information

To learn more about IBM Enterprise Connect please contact your sales representative.
*   Visit our Web site.
*   Download the Expertise Connect Product Family Listing.