

## Open Source Services

*The right expertise at the right time to  
accelerate your success*



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### Highlights:

- Industry-leading proactive coaching and guidance
  - Expertise to allow you to stay current with new releases and other technology developments
  - Ongoing review of best practices and change management planning
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Different organizations are at different levels of maturity in their adoption of open platform technologies. To meet these diverse needs, IBM has created a set of both end to end and point in time services to adapt to your requirements.

The Lifecycle Support Services for Open Source allow you to leverage IBM's vast ecosystem of specialists and apply their deep expertise allowing you to focus on expanding the value that your IBM Open Platform provides to your business. From pre-production through to post deployment support, these services are designed to mitigate risk and accelerate delivery.

The Lifecycle Support Services options are set up to serve your unique requirements and provide you with the right expertise at the right time – making these services accessible, flexible and affordable. You will have access to subject matter experts across a broad range of open platform technologies.

### What we offer

There are three specific offerings designed to accelerate your success:

**Install and Planning:** Kick-start option for on-premises clients to support getting started and implementation. Includes deploying and configuring the initial software components supported by IBM Subject Matter Experts (SMEs). For new installations and configurations only, and with a defined scope and fixed fee. Engagements are customized, and can be onsite or remote.

**Developer Assist:** Use-case oriented support including related education and coaching on development, deployment, and how to surface insights. Clients can engage with IBM SMEs to get use-case technical advice and collaborate on implementation. Engagements are based on block-of-hour purchases including pre-priced or customized packages.



**Designated Support Engineer:** Single point of contact IBM SME for Q&A, advice, mentoring, configuration planning and reviews, Problem Management Report (PMR) follow up and resolution support. IBM SME focuses on long-term project success, evolving the application, and post-deployment stability. Engagements can be 3 months or 12 months.

## About IBM Analytics Services

The Analytics Services organization provides expert services exclusively focused on the IBM Analytics product portfolio. Our depth of experience and extensive proven practices help clients mitigate risks, raise the quality of their 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 analytics solutions.

## Engage

Reach out to the IBM Analytics Services team to get started or for more information on our services offerings. Simply complete our [online contact form](#) and a member of our team will contact you to discuss your business needs.

## For more information

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