IBM Information Management software

IBM Software Premium Support for U2
Flexible Extended Support Options

Overview

IBM Premium Support for U2 provides:

- *Flexibility – Buy now and get extended support when you need it*
- *Specialized support – Teams with the skills, expertise and experience you need*
- *A level of assistance beyond that provided within the standard software and subscription support contract*

Why IBM Software Premium Support?

- Increased staff productivity
- Decreased system downtime
- Fewer system or application development issues
- Improved implementation times and processes
- Reduced overall support costs

IBM Software Premium Support

IBM Premium Support complements the standard IBM software subscription and support contract with an added level of support often needed by organizations with complex technical environments. Premium Support offers expert, comprehensive, and personalized software support and assistance to help improve the availability, efficiency and flexibility of your IBM environments

Support for Your Specific Needs

U2 offers three types of 'how-to', 'best practices', and advanced troubleshooting support options – one or more are right for your specific needs.

Option 1 - Developer Support
Expert assistance for development teams *

- Developing or reviewing code for SB/XA XAML to build styles and Custom Controls
- Any custom coding and/or debugging of customer code in relation to U2 products in the following: C#; ASP; JSP; Java; BASIC; U2.NET; VB.NET; ASP.NET; IBM.NET; Visual Studio; HTML, XML; AJAX Extensions; Eclipse Framework; UO, UOJ and UO.NET; C code used in CGI UniVerse; C code used in CALLC and CALLBASIC

- Assistance with Client API development in relation to U2 products, including: ODBC, SQL, JDBC,OLE DB, and BCI
- Using basic extensions in relation to U2 products, including: MQ; Sockets; Call HTTP; SOAP; XML; SSL
- Other services as specified and agreed to by IBM

    * This offering is designed to assist developers with technical advice and mentoring. The need for more extensive assistance, like the development of entire code modules, may require a Lab Services engagement.

Option 2 - Upgrade and Install Support
Expert assistance for upgrade and install teams

- Assistance with U2 product upgrades
- Advice before, during and after software installation, upgrade, or re-hosting
- Review of upgrade project plan and recommendations by specialist
- Other services as specified and agreed to by IBM

Option 3 – Administration Support
Expert assistance for advanced administrative issues

- File fixing for UniVerse and UniData
- File 'checkup' configuration assessment and resizing for UniVerse and UniData
- Specific U2 product–related system administration functions and troubleshooting
- Other services as specified and agreed to by IBM

A Flexible Approach

U2 Premium Support is available through the purchase of Block Hours. Block Hours allow you to pre-purchase hours - as few as 8 hours or as many as required - for your advanced support needs (hours will be delivered on a time-and-materials basis, and expire after 12 months). Block Hours allow you to quickly engage resources to assist with most of your IBM U2 technology-related extended support tasks and initiatives.

About Block Hours

- Blocks of Hours are to be pre-paid; the invoice will be considered prepayment on account for future products and/or services

- Services will be provided Monday through Friday from 8am to 5pm local time, excluding national holidays and weekends, unless otherwise specified

- As hours are delivered, they are deducted from the total number purchased

- Hours expire 12 months after the Effective Date; unused hours are forfeited upon expiration

- IBM reserves the right to subcontract services to technically qualified Consultants

- Customer will be responsible for determining the work to be performed by the IBM resources during each engagement; IBM will work only on those tasks approved by the Customer

These items are examples only; actual terms and conditions will be included in your U2 Premium Support Block Hours contract.

Contact Us

To learn more about IBM Premium Support for U2, contact Ehab Abushmais at ehaba@us.ibm.com.