



Manage your Corporate Initiatives with Help from IBM Software Premium Support for Information Management

Smarter solutions

DB2[®] software

FileNet[®] software

Informix[®] software

Improved processes

Cognos[®] software

QUICKER DECISIONS

InfoSphere[®] software

Better reporting

Managing Your Initiatives for Success

Corporate initiatives today look for ways of doing things smarter, quicker, and more efficiently to provide insights and information to a broader-than-ever audience. These initiatives often involve comprehensive plans for building better industry solutions, establishing robust management dashboards, improving existing data warehouses, and designing better business processes and reporting, all to inspire and activate the innovative use of intellectual capital. But how the software and underlying infrastructure supporting these initiatives is maintained before, during, and after deployment often affects global adoption and overall success rates.

What you get from Premium Support

- Proactive Support Management and Assistance
- Assigned technical resources
- Prioritized call handling
- Skills-sharing sessions
- Personalized notification of tech notes, product roadmaps, etc



So, what steps can you take to help ensure you're doing everything you can to make your initiatives successful? The first step to take – and the biggest one – is to figure out whether you have the resources required to provide your in-house support needs. Do you have the right people in the right positions with the right training and experience to maintain your systems? Do you even know how to make this assessment? If you're like many organizations, you may believe you've got what it takes without fully investigating all your needs and taking into account how dynamic your business truly is. If you're merely addressing support issues as they arise without considering the adverse affects that may occur when things don't go according to this plan, then you may be making a big mistake.

The second step is changing your support organization from reactive to proactive. But how do you make such a drastic change without a complete upheaval of your day-to-day support activities and teams? Can people who have performed in only a reactive mode understand what they need to do to operate in a proactive manner? Or will they stumble and fall when asked to do something they have little to no experience with?

IBM Software Premium Support may just be the thing you need to get you on the road to successfully adopting an entirely new support approach. Our senior Premium Support team members are proactive support experts, highly skilled in the discipline of support management, with the experience needed to understand where and how to start you on your journey to new support practices.

With Premium Support, you get an assigned senior technical Premium Support Manager (PSM) or Analyst (PSA) who will learn about your installed and planned technologies and support issues, and help manage and coordinate support activities across your global environment. With his or her help, your support needs and issues are addressed from an enterprise view, instead of the more narrow departmental, solution, or geographic view most often followed by organizations as they deploy corporate initiatives. The PSM or PSA can help design and implement a proactive support plan that takes into account the needs of each of your new initiatives without overlooking the requirements you have in place for your current active solutions.

Take a new approach; create and implement a support plan before you launch new initiatives. Get the help you need from IBM Software Premium Support.

To learn more about how IBM Software Premium Support can help support your new corporate initiatives, please contact your local Premium Support Sales Representative at http://www-306.ibm.com/software/support/premium/contactus_americas.html.

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