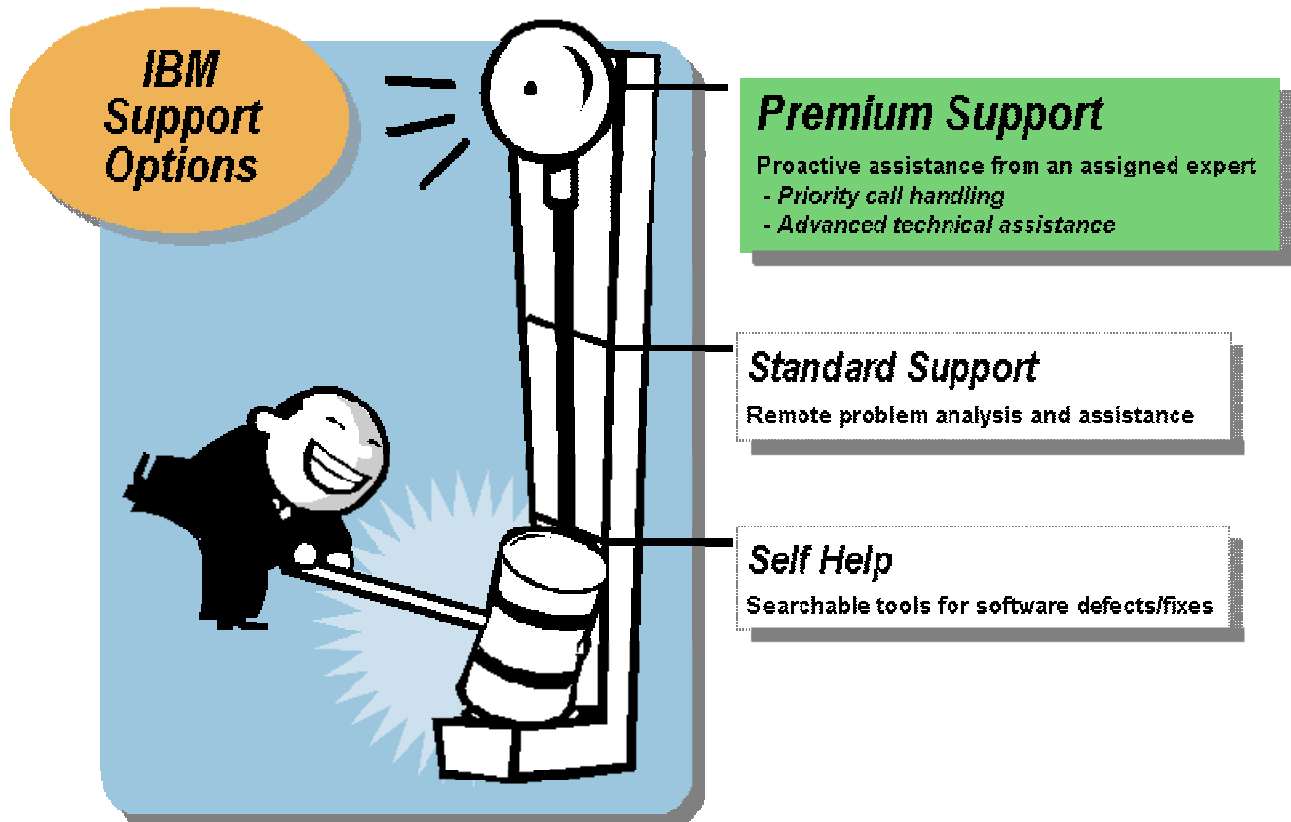


IBM Software Premium Support for Information Management

Accelerate Productivity | Proactively Minimize Risk | Increase ROI



Personalized Assistance for Advanced Support Needs

As an IBM Information Management customer, you value and rely upon the insights your software provides into ways of optimizing your business. No doubt you are gaining new knowledge and awareness daily.

But with all the complexities inherent to this highly technical software, are you sure you are doing everything you can to manage your systems properly to help ensure they stay up and running? If not, don't feel you are alone. Many organizations today have grown and changed too quickly to even understand what their true support issues are, let alone manage them properly.

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



Common Challenges

If you're wondering how well you're managing your support needs, ask yourself these questions...

- Do you proactively manage your support issues – or do you only tackle them when issues arise?
- Can you track and follow-up on support tickets in a timely manner?
- Have you had resolutions for one group affect systems or performance in another?
- Do you know how and when to plan and test system changes?
- Do departmental issues take precedence over global needs?
- Do you know how all the solutions and underlying infrastructure interact with one another?
- Do you have issues whenever you deploy new systems and/or applications?
- How successful have you been with planned system changes (upgrades, migrations, consolidations)?
- Are you able to easily stay up-to-date on new products and technologies?
- Do you have teams in place with the right sets of skills to support your business needs?

The Premium Support Solution

Being able to confidently address and manage these support concerns can make the difference between successfully supporting your business and barely keeping your head above water. And if you are running mission-critical applications or have high-availability requirements, you have even more concerns and issues to be aware of and manage.

This is where IBM Software Premium Support can help. Premium Support provides proactive support management and issue resolution assistance via senior IBM Support experts who know your software and understand your business. Premium Support helps reduce support risks through:

- Priority access to information and high-quality assistance
- Assigned support resources
- Fewer issues and faster issue resolution times
- Improved availability of mission-critical systems
- Problem avoidance thru managed planning
- Quicker deployments
- Optimized use of in-house support staff

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

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