

IBM Commerce

IBM Marketing Operations Upgrade



Take advantage of new product functionality with Software Services' IBM Marketing Operations Upgrade.

Utilizing proven methodologies and with direct access to IBM Engineering and Support, IBM Software Services efficiently upgrades your IBM Marketing Operations system with minimal risk and impact to your business.

Client value

Working alongside your team, IBM Software Services will

- outline an upgrade plan including verifying prerequisites
- upgrade your pre-production and production environments
- provide a brief overview of new product functionality
- provide post upgrade assistance for production go-live

Workshop activities

- **Kickoff** – Define Project Team, Define Project Plan
- **Review Prerequisites** – Review Pre-installation checklist, OS, Hardware, & Software requirements; Schedule System Administrator, network & Database resource availability
- **Upgrade Pre-production environment** – Upgrade Marketing Platform, Campaign & Cognos; Deploy OOTB Reports; Provide up to 40 hours of post-upgrade testing support
- **Test & Train** – Provide 4 hours of PowerPoint overview of new product functionality; Provide up to 40 hours for post-upgrade testing support for user acceptance testing

Benefits

Working alongside your team, IBM Software Services will

- outline an upgrade plan including verifying prerequisites
- upgrade your pre-production and production environments
- provide a brief overview of new product functionality
- provide post upgrade assistance for production go-live

Deliverables

- Project Plan
- System Configuration Reports

Evolve with your needs

IBM consultants are focused on helping you progress to the next level of marketing skill and expertise. Our professionals work alongside you to help improve your ability to respond to marketing opportunities. And we work in real-time, helping you optimize your marketing processes and gain a greater competitive advantage.

IBM Services

IBM uses a global, blended delivery approach to minimize risk and manage timeline, responsibilities and costs.

For more information

Contact an IBM sales representative at swsvcs@us.ibm.com

