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## Highlights

- Provides guidance for your upgrade to Cognos Business Intelligence V10.1 or higher
  - Offers advice about assessing and implementing the appropriate upgrade strategy
  - Includes a dedicated resource to aid issue resolution and provide go-live support
  - Shares proven practices from IBM product specialists with information about avoiding potential problems
  - Delivers services to customers who are planning to initiate an upgrade to Cognos Business Intelligences V10.1 or higher
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# IBM Cognos Business Intelligence V10.x Upgrade Advisor

## Overview

IBM Cognos Business Intelligence V10.x Upgrade Advisor Service pairs a dedicated upgrade advisor remote resource with your technical team for the duration of your upgrade to IBM® Cognos® Business Intelligence V10.1 or higher. As a virtual extension of your technical team, your upgrade advisor shares knowledge and resources that are specific to your environment and upgrade needs. You also receive guidance that can help you avoid potential issues and accelerate your upgrade, and your upgrade advisor coordinates with IBM Business Analytics support and development teams to address issues that might occur during and after go-live.

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## Features and Benefits

Features of the upgrade advisor services include:

- Analysis and review of potential challenges associated with upgrading from a technical point of view and from a business standpoint
- Individual guidance throughout your Cognos Business Intelligence V10.1 or higher upgrade project
- An upgrade approach specific to your unique business requirements and priorities
- Access to a dedicated and experienced upgrade resource
- Support for your go-live activities

The service benefits your organization because it can help you:

- Reduce the time to go-live and improve the quality and reliability of your IBM Cognos Business Intelligence V10.x environment
  - Accelerate support case-handling and resolution with proactive recommendations
  - Achieve faster ROI with your software investment
  - Prevent potential problems or mitigate the impact of reported issues
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## Activities and deliverables

The focus of this partnership is to provide remote advice, assistance and guidance related to your upgrade to Cognos Business Intelligence V10.1 and higher in areas such as:

- Upgrade planning and preparation
- Organizational training needs and planning
- IBM Cognos Lifecycle Manager configuration and usage
- Upgrade environment planning (for example, architecture, third-party conformance, staffing and resources)
- Software installation and configuration
- Deployment and upgrade of content
- Security (permissions and validation of security)
- Verification, report testing and content validation
- Go-live support

Throughout this partnership, your dedicated upgrade advisor assists you with identifying potential problems and summarizes recommendations that are specific to your upgrade to Cognos Business Intelligence V10.1 or higher. Regardless of your current skill level, information transfer is the focal point of this service. Enhancing your technical team's confidence in the solution and accelerating your time to go-live is the goal of the IBM Cognos Business Intelligence V10.x Upgrade Advisor Service.

## Engage today

IBM technical specialists work with IBM education, support and product development teams in planning and executing your upgrade.

To start the process of engaging IBM Software Services for Business Analytics in upgrading your existing Cognos Business Intelligence investment, please contact your local IBM Business Analytics Services Sales representative or contact us at [c10upsrv@us.ibm.com](mailto:c10upsrv@us.ibm.com).

## About IBM Business Analytics Software Services

The IBM Business Analytics Software Services organization provides education and specialist services exclusively focused on the Business Analytics product portfolio. IBM's depth of experience and extensive proven practices help customers optimize their software investment, mitigate risks, raise the quality of their implementations and build valuable skills. IBM Business Analytics Software Services has provided training, guidance, advice, reviews, assessments and assistance to thousands of clients around the world, which has helped them ensure that their business analytics implementations are optimized to take full advantage their capabilities.

## About IBM Business Analytics

IBM Business Analytics software delivers data-driven insights that help organizations work smarter and outperform their peers. This comprehensive portfolio includes solutions for business intelligence, predictive analytics and decision management, performance management, and risk management.

Business Analytics solutions enable companies to identify and visualize trends and patterns in areas, such as customer analytics, that can have a profound effect on business performance. They can compare scenarios, anticipate potential threats and opportunities, better plan, budget and forecast resources, balance risks against expected returns and work to meet regulatory requirements. By making analytics widely available, organizations can align tactical and strategic decision-making to achieve business goals. For further information please visit [ibm.com/business-analytics](http://ibm.com/business-analytics).

## Request a call

To request a call or to ask a question, go to [ibm.com/business-analytics/contactus](http://ibm.com/business-analytics/contactus). An IBM representative will respond to your enquiry within two business days.

## For more information

To learn more about IBM Cognos Business Intelligence V10–Upgrade Advisor, visit: [ibm.com/software/analytics/cognos/customercenter/upgrade](http://ibm.com/software/analytics/cognos/customercenter/upgrade).

To request a call or to ask a question, write to: [c10upsvr@us.ibm.com](mailto:c10upsvr@us.ibm.com).



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Software Group  
Route 100  
Somers, NY 10589

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