

IBM Rational Customer Support, EMEA (RCS)

IBM Rational Software home page: <http://www.ibm.com/software/rational/support/>

Reporting a Problem:

All Clients must have an IBM Client Number (ICN) with current support entitlement to engage RCS AP. You can report problems via Electronic Service Request ("ESR"), email or telephone. A Problem Management Record ("PMR") is opened to track and communicate information on the issue. Authorised clients and IBM staff can track PMRs on the web via ESR. When you wish to update or escalate a software problem please ensure you have the PMR number available.

RCS Contact Information (Asia Pacific):

Email: sw_support_emea@nl.ibm.com
 ESR: <http://www.ibm.com/software/support/probsub.html>
 Telephone: Find your local toll free number for Rational Customer Support at <http://www.ibm.com/planetwide>

Support Hours:

Severity 1 24x7 (Important: during Offshift hours, Severity 1 issues **MUST** be raised by telephone)
 Severity 2-4 8am to 5pm, local country time, Monday to Friday, public holidays (excluding NYD, 1st January)

Engagement Model:

ESR: Call Back Model – PMR queued directly to RCS, based on product and geography and language
 Email: Call Back Model – PMR queued to RCS, based on product and language. To facilitate optimal response, please provide complete information (see below) within Email.
 Phone: Client telephones RCS call center. Call center gather basic information from Client, and create PMR. RCS is engaged either by Live to Engineer transfer, or call back, depending on Severity of PMR, and whether new or existing issue. Phone is preferred method for Severity 1 issues, and after hours, phone **MUST** be used for Severity 1 issues:

- Severity 1 – Direct transfer to RCS, all PMR call entries
- Severity 2-4 – Call back model for new PMRs creation
- Severity 1-4 – Direct transfer to RCS for existing PMR updates

Always be prepared to provide the following when you submit a PMR

- 7 Digit IBM Client Number (ICN)
- Contact name
- Telephone number where you can be reached
- Description of the issue information
- Severity of the issue (see below)
- Company name
- Preferred means of contact (voice or email)
- Related product and version information
- Related operating system, or database

Checking the Severity Level of a PMR

'Severity' lets the support team know the impact the problem is having on your business. RCS makes best effort to respond to PMRs within 2 business hours. Agreed Severity 1 issues are worked 24x7, when you are available to do so.

Severity 1 Critical business impact, or system down, This condition requires an immediate solution.

Severity 2 Significant business impact, this indicates the program is usable but is severely limited.

Severity 3 Some business impact, this indicates the program is usable with less significant features.

Severity 4 Minimal business impact

Checking the Status of a PMR

You can view the latest status of PMRs via the ESR tool. Access to the ESR tool is via the Internet.

<http://www.ibm.com/software/support/probsub.html>

Escalating a Problem

If at any point you feel we are not providing satisfactory service, please call our attention to this problem by telephoning the RCS Call Center and asking to have Duty Manager paged for call back, being sure to provide PMR number.

Escalations to the Duty Manager will result in RCS Management making contact and ensuring the support team clearly understands the situation and the business impact.

IBM has 3 levels of Support

1. Warranty Services/Self Help
2. Enhanced Support (Software Maintenance, Passport Advantage)
3. Premium Support - Programs offering clients proactive support services.

If you would like to know more about Premium Support, please contact your IBM Account Representative, or let a member of RCS know. <http://www.ibm.com/software/support/premium/>

End of Life for Software

All software products have a limited life. IBM typically publishes a notice of withdrawal of support at least 12 months prior to the effective date.

Support is not normally available after the published date. See IBM Software Support Lifecycle website for more information.

<http://www.ibm.com/software/info/supportlifecycle/>