

## IBM Rational Customer Support, Americas (RCS)

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

### Reporting a Problem:

All Clients must have an IBM Client Number (ICN) with current support entitlement to engage RCS. You can report problems via IBM Service Request ("SR"), 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 SR. When you wish to update or escalate a software problem please ensure you have the PMR number available.

### RCS Contact Information (Americas):

Email: [sw\\_support@us.ibm.com](mailto:sw_support@us.ibm.com)  
 SR: <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, customer time zone, Monday to Friday, and most public holidays (excluding 1st January, Thanksgiving, Christmas)

### Engagement Model:

SR: Call Back Model – PMR queued directly to RCS, based on product and geography. Support will engage the client using the preferred method requested by the client (phone or email).  
 Email: Call Back Model – PMR queued to RCS, based on product. To facilitate optimal response, please provide complete information (see below) within Email. **Requires specific email format (subject/body)**  
 Phone: Client calls RCS call center. Call center gathers basic information from Client, and creates PMR. RCS is engaged either by live transfer to engineer, or call back, depending on product and Severity of PMR. Phone is preferred method for Severity 1 issues, and after hours, phone **MUST** be used for Severity 1 issues:

### 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 SR tool. Access to the SR 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 Rational Duty Manager paged for call back, being sure to provide a 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. Accelerated Value Program - offers clients proactive support services.

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

### 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/>