



IBM Software Accelerated Value Program Update for TRIRIGA Team

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December 12, 2011

Agenda

- Accelerated Value Program (AVP) Overview
- AVP Contract Details and Process
- Deliverables
- Knowledge Sharing Sessions
- Offerings
- Helpful Links

The AVP Value Proposition

We give you the time to focus on your business, while we focus on your IT environment by delivering:



Proactive Support

- Planning, deployment, upgrades, and migration
- Potential problem identification and prevention
- Sharing of best practices & technical “know how”

Knowledge and Skill Sharing

- On site technical activities
- Staff coaching, workshops, and guidance
- Invitations to remote briefings and summits

Issue Management

- Escalation & Advocacy
- Management & Coordination
- Reporting of trends & analysis for improvement

AVP Components of Delivery

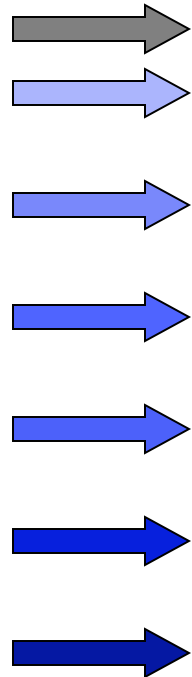
Several or all of the following may be incorporated in to your AVP agreement:

- **Accelerated Value Leader** helps with planning, proactive support, strategic advising, situation management, and reporting
- **Priority Call Handling** Direct access to Sr. SW Engineers
- **Accelerated Value Specialist** provides deep technical skills, risk mitigation, fix advice, and diagnostic coaching
- **On site assistance** can include best practice reviews, performance optimization, deployment, migration, or upgrade assistance
- **Emergency on site assistance** On-site within 24 hrs. of SEV 1
- **Certification exam voucher** provided (1) per named caller
- **Knowledge sharing calls** exclusively for our AVP Clients
- **First access to technical content** that is relevant to your environment
- **Delivery plan** is a shared document that articulates your priorities and needs for the coming year; including success criteria for delivery

Accelerated Value Complements Standard Support

Passport Advantage

- High-quality standard support
- Problems managed by different person
- Designed for high volume and basic environments
- Effective for stable environments with minimal changes
- Suitable for routine uses of IBM software & later adopters of new technology
- Reactive: when problems occur, customers call
- Open to all customers or varying skills



Accelerated Value Program

- Proactive, Personalized and Customized Service
- Consistent contact manages problems and maintains communication
- Designed for customized delivery and complex environments
- Recommended for environments with frequent change
- Recommended for cutting-edge uses of IBM software & early adopters of new technology
- Proactive: We alert customers to potential problems
- Designed for senior IT staff who manage critical systems

TRIRIGA and IBM Support

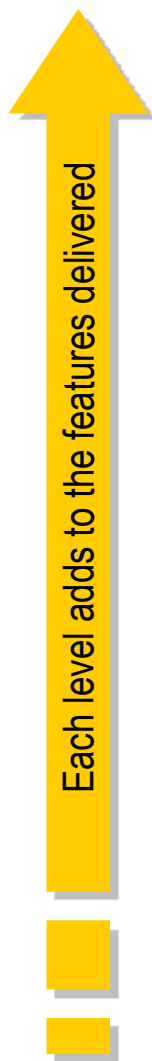
Initial Response Criteria in hours

	Fatal/ Sys down	Critical/ Sev 1	High/ Sev 2	Medium/ Sev 3	Low/ Sev 4	
TRIRIGA Maintenance Support Bronze	1	8	8	24	24	
TRIRIGA Maintenance Support Gold	1	5	5	12	12	
TRIRIGA Maintenance Support Platinum	1	3	3	8	8	Priority call handling
IBM Standard Support	1	2	2	2	2	
Accelerated Value Program	1	2	2	2	2	Priority call handling

TRIRIGA Compared to Tivoli Support

	S&S	TRIRIGA Platinum	AVP Select	AVP
Web-based support	X		X	X
Product updates	X	X	X	X
Email/Phone Support	X	X	X	X
Primeshift Support	X	X	X	X
24x7x365 Support	X	X	X	X
Priority Call Handling		X	X	X
Named Callers		X	X	X
Customization Help			X	X
Mini Tech Assessment			X	X
Migration Assistance			X	X
Senior Engineers		X	X	X
Faster Response Time			X	X
AVL/AVS				X
Quarterly Reports				X
Weekly Reviews				X
On-site Visits		X		X
Knowledge Sharing				X
Edu/Cert Discounts		X	X	X
Newsletter				X
TAP Reviews				X
Advanced Tools				X
Alerts and Updates	X		X	X
Advisory Council				X
Development Roundtables				X

Software Accelerated Value Levels



Strategic	Focus is on: Skills supplementation and knowledge transfer	<ul style="list-style-type: none"> Dedicated remote and/or onsite AVL &/or AVS resources with additional advanced technical skills, greater leadership in problem prevention activities, problem isolation and diagnostics, and problem management Additional named callers Executive sponsor with advisory role to IBM Support 	For clients who require: Deep technical expertise to address critical issues, interface with IBM resources, and work to prevent issues from occurring
Analyst	Focus is on: Minimizes issue impact, maximizes skills transfer	<ul style="list-style-type: none"> More hands-on assistance with problem resolution activities Additional customized reports and analysis for problem prevention More named callers Customized skills development / transfer plans Onsite days for planning / skills development Remote AVL &/or AVS resources 	For clients who require: On-going access to deeply skilled support resources for problem prevention and management
Assist	Focus is on: Proactive issue prevention	<ul style="list-style-type: none"> Proactive problem prevention, maintenance planning and problem escalation management Prioritized call handling for entitled named callers Assigned remote Accelerated Value Leader (shared) Emergency Onsite (available at additional cost) 	For clients who require: A single point of contact for issue management and escalations
Select	Focus is on: Rapid Reactive Resolution	<ul style="list-style-type: none"> Select Level Support supplements and enhances IBM's standard Software Subscription and Support by providing priority call handling, faster response times, knowledge-sharing sessions, IBM expert recommendations based on tech assessments, advice on migration planning, and proactive alerts. Benefits include more effective risk mitigation, quicker problem resolution, optimized life-cycle management, and faster return on the client's software investment. 	For clients who require: Focus on Priority Call Handling

Accelerated Value Agreement

- **Accelerated Value ICN: xxxxxxxx**
- **Contract end date: 09-30-20xx**
- **Service Levels Provided: <Strategic, Analyst, Assist, Select>**
- **SOW – 5 named callers, 0 onsite days**
- **Assigned Accelerated Value Resources:**

Name	Title	Phone	Email
	Accelerated Value Leader		
	Accelerated Value Specialist		
	Manager, Tivoli Accelerated Value Delivery		

Named Resources Assigned

- **Accelerated Value Leader (AVL)**
 - *Single point of contact within IBM Support*
 - *Proactively coordinates communications including issue management, escalations, and reporting*
 - *Facilitates skills sharing activities and manages the application of product patches/updates*

Resource Types

AVL
**Accelerated Value
Leader**

Manages support activities

AVS
**Accelerated Value
Specialist**

*Assists with issue resolution
activities*

- **Accelerated Value Specialist (AVS)**
 - *Leads IBM technical response on support issues related to assigned product(s) or segment*
 - *Proactively shares Product Knowledge*
 - *Technical Advisor on IT Planning and Strategy*

Named Callers

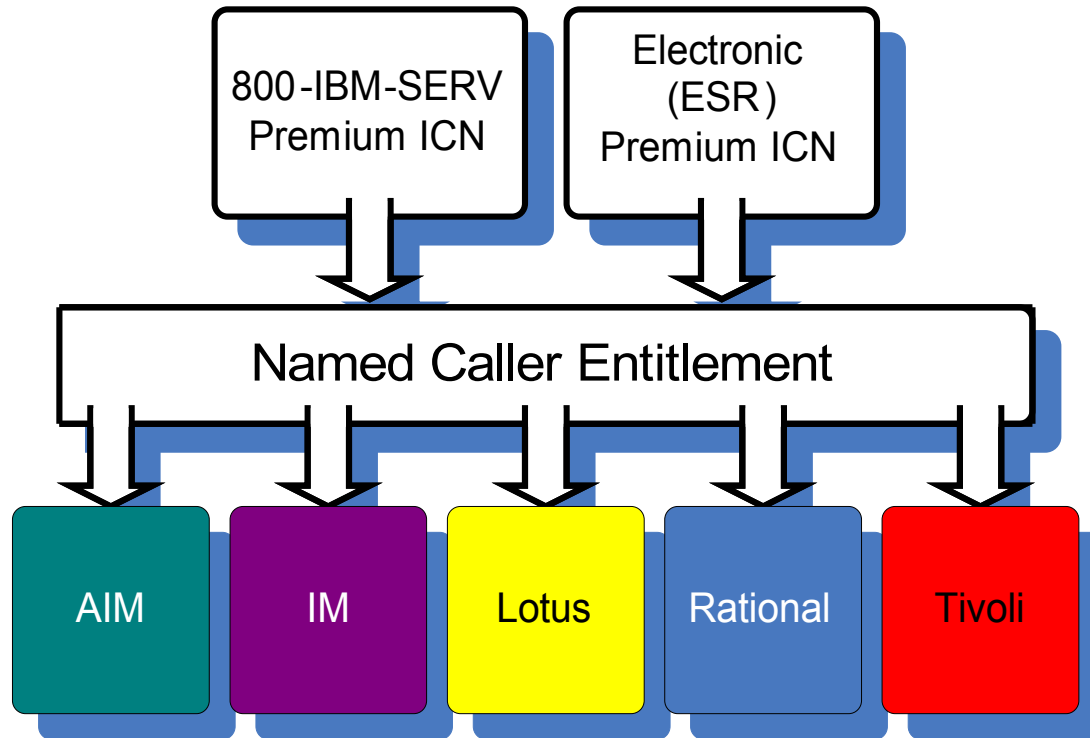
Accelerated Value ICN: **XXXXXXXX**

Entitled Software:

Named Caller	Title	Phone	Email

NOTE: Unlimited number of Authorized "Readers" can be added as needed.

Accelerated Value PMR Workflow



Problem Workflow Process:

1. **Open PMR via 800-IBM-SERV**
2. **SR at <http://www-306.ibm.com/software/sysmgmt/products/support/help.html>**
Go to Assistance Options then select Site Tours.
 - Creates PMR and performs entitlement
 - Routes PMR to the appropriate support queue by problem description
3. **PMR flagged as prioritized Accelerated Value call in Customer Support**
4. **PMR Response Time is Prioritized through customer Discussion**
 - Either Callback or Email within 2 hours
 - Severity 1 or Down Systems can expect response as soon as possible
5. **Option to engage Duty Manager**
 - Assist situation management for mission critical incidents
6. **Contact your assigned AVS for additional technical assistance**
7. **Contact your assigned AVL for additional escalation assistance**
8. **PMR will not be closed without agreement**



Accelerated Value Deliverables

PMR Report of Open Support Issues

Sent via Email by AVL and Discussed in Regular AV Meetings with Customer

APAR or Defect Report

Sent weekly via Email
Subscription set up by AVL

Delivery Plan

Set up by AVL with Customer Input.
Lists upcoming plans, upgrades, migrations. Reviewed regularly.

AVP Quarterly Report

Sent quarterly by AVL and covers Value Add Delivered during the Quarter

AVP Knowledge Sharing Sessions

Schedule sent by AVL of upcoming scheduled sessions. Playback links available

SWG Quarterly Newsletter

Sent quarterly via Email
Subscription set up by AVL

Additional AVP Reporting

Meeting Minutes list of open ER's in PMR Report, and additional reports based on customer need

Knowledge Sharing Sessions

- *Offered exclusively for our Accelerated Value Customers*
 - ✓ Topics come directly from customer suggestions and requests
 - ✓ One hour sessions are recorded via Centra
 - ✓ Playback Links available for missed sessions
 - ✓ Forward any ideas or recommendations to your AVL

Offerings for Accelerated Value Customers

- *Valuable Complimentary and Discounted Offerings*
 - ✓ Certification Exam Vouchers: Each named caller can take one complimentary certification exam
 - ✓ Web-based Training – 50% discount for 5 users
 - ✓ Self-paced Virtual Courses – 25% discount
 - ✓ Instructor-led Online Training – 25% discount
 - ✓ Classroom Training (selected geographies only) – 10-15% discount
 - ✓ Log Analyzer Tool for faster problem determination

Helpful Links

- **IBM Support Portal**
 - <http://www.ibm.com/supportportal>
- **Electronic Service Request (SR)**
 - <http://www-306.ibm.com/software/sysmgmt/products/support/probsub.html>
- **ISM – Integrated Service Management Library**
 - <http://www-01.ibm.com/software/brandcatalog/ismlibrary/>
- **Assist On Site (AOS) – Live Remote Assistance**
 - <http://www-1.ibm.com/support/assistsite/>
- **IBM software Support RSS Feeds**
 - <http://www-306.ibm.com/software/support/rss/tivoli/index.html?ca=rsstivoli>
- **Software Support Handbook**
<http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>
- **IBM Enhanced Customer Data Repository Service (ECUREP)**
 - <http://www-05.ibm.com/de/support/ecurep/index.html>
- **Tivoli User Groups**
 - <http://www.tivoli-ug.org/groups>

Helpful Links – Cont.

- **IBM Software Support site tours**
 - <http://www-306.ibm.com/software/support/sitetours.html>
- **IBM Product Downloads search**
 - <http://www-111.ibm.com/search/SupportSearchWeb/SupportSearch?pageCode=SBD&brand=tivoli>
- **IBM Tivoli Information Center**
 - <http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/index.jsp>
- **IBM Tivoli Redbooks Search**
 - <http://www.redbooks.ibm.com/portals/tivoli>

Any Questions?

