

# Soar to New Heights With Premium Advocacy

An offering from the IBM Software  
Accelerated Value Program



## Overview

### IBM Software Accelerated Value Program

The Accelerated Value Program offerings enhance the standard IBM software subscription support contract with an added level of support often needed by organisations with complex technical environments.

### IBM Lotus Premium Advocacy

IBM Lotus Premium Advocacy is aimed at those customers with less than 3,000 seats, who need proactive management, priority escalation, and rapid resolution of business critical support issues. Premium Advocacy is specifically designed to help customers build an ongoing relationship with the IBM Support and Development organisations, and is entirely managed through a nominated IBM point of contact.

## Why Premium Advocacy?

- Priority support level above the standard Passport Advantage.
- Priority call handling and proactive management of all support issues.
- Access to IBM Senior Support Engineers and Development Labs.
- Increased focus and rapid escalation of all your Lotus support issues.

### Focus

The Premium Advocacy program focuses on the rapid resolution of support issues, driven by:

- Access to a nominated\* Lotus Accelerated Value Leader.
- Priority support with direct access to Senior IBM Lotus Support Engineers.
- 1 Advanced Named Caller for Priority Call Handling\*\*
- Weekly utilisation tracking reports.
- Option to purchase access to draft technotes\*\*\*

\* Clients receive a single primary point of contact which may periodically change based on availability.

\*\* Additional named callers can be purchased.

\*\*\* Available only to Partner World Premium Business Partners.

### Components

- Available in blocks of 50 hours.
- Hours are valid for 6 months.
- Work against support issues is recorded in 30 minute blocks.

### Pricing

The Premium Advocacy contract is available at a fixed price of £9,950.00 GBP.

### Support for Your Specific Needs

Premium Advocacy offers a variety of benefits for our small to medium sized customers, including:

- Direct access to an Accelerated Value Leader acting as your advocate within the IBM Support and Development organisations.
- Direct access to Senior Lotus Support Engineers.
- Proactive management of all your support issues.
- Critical situations management.
- Coordination of multiple, disparate or related support issues.
- A clearer, more focused support relationship with IBM Lotus.
- Regular reporting and status update calls.

### Next Steps to Success

Locate an Accelerated Value Sales Specialist to discuss how Premium Advocacy can help maximise your software return on investment.

## Contact Us

To learn more about Premium Advocacy or to get information on any IBM Software Accelerated Value Program (AVP) offering, please contact your local AVP Sales Representative at: <http://www.ibm.com/software/support/premium/contactus.html>