Graphic: WebSphere Software Logo

Hello...I am Betsy Matthew, Vice President of Application and Integration Middleware Technical Support and Customer Service. Said differently, I am responsible for WebSphere Support, Education, early programs and Quality initiatives at IBM, focused on the WebSphere brand.

Graphic:
Betsy Matthew
VP WebSphere Support, Education and Quality
WebSphere Software

It is the job of my global team to help ensure your success with WebSphere software by providing you with tools and information for problem determination and quickly resolving your concerns. All of this, along with access to the latest product enhancements, are yours with an active Subscription and Support relationship. That is why I am here with you today..

You invested in WebSphere because it delivers proven, open, and standards-based software for SOA environments. WebSphere enables dynamic, interconnected business processes, and can deliver highly effective application infrastructures for all your business situations.

Graphic: Subscription & Support "banner"

Renewing your Subscription and Support is the best and most cost effective way to ensure you get maximum value from your investment. It establishes an ongoing relationship between you and IBM providing benefits for your day to day operations and giving you access to the latest updates from our labs.

Graphic: Under the Subscription & Support "banner"
- New Capabilities
- Improved Performance
- Enhanced Usability
- 24 x 7 access to world-class customer support

By Renewing Subscription and Support for your IBM software, you get access to exciting new capabilities, improved performance and enhanced usability across the product line at no additional cost.

Across the WebSphere product line, IBM developers are constantly finding ways to improve how our products address your business needs and take advantage of all of the latest technologies. As a subscriber, these enhancements are available to you on-line from Passport Advantage and Fix Central.

Graphic: Under the Subscription & Support "banner"
- New technology
- Performance and tuning service updates
- All new releases and versions

A number of our products, including WebSphere Application Server have started delivering the latest technologies like Web 2.0, XML, and Web Services as feature packs. With feature packs, you can select just the function you need while maintaining a more stable internal release cycle. They are available free of charge, if you have an active product subscription.

Performance improvements are also delivered as part of the service stream, free of additional charge to our active subscribers, as is every new release and version of their products.

WebSphere is committed to ensuring client success through innovation, innovations available to you, innovations that can deliver significant returns on your investments by making more efficient use of your resources, by saving you time and money.

Graphic: Under the Subscription & Support "banner"
- 24 x 7 access
- Electronic, email and/or live
- No limit on contacts

Now, let's talk about Support.

An active Subscription and Support relationship includes uninterrupted access to our world-class customer support resources including the latest product information as well as world class tools for product problem diagnosis and tuning. If you need it, you have 24 by 7 remote critical problem analysis and coverage, unlimited voice access to IBM Software Support Centers and online tracking of the problem resolution process for your problem record.

With subscription and support, we are there to help resolve your critical issues and help keep your systems running efficiently. We offer a wide range of options for you to choose from— electronic support, to email, to live assistance — the choice is yours. You may also now follow your favorite products on Twitter.
There is no limitation to who in your organization can contact us or how often – this allows you to engage with IBM when you need to.

Our portfolio of online electronic support tools is extensive. You can learn about known problems by visiting our new Support Portal. You can learn how to perform common tasks with the IBM Education Assistant. We also offer WebSphere Support Technical Exchange webcasts. To stay informed about critical support information, you can use "My Notifications" information alerts. If you do need to report a problem, you can communicate with us by phone or electronically.

Possible graphics: Support Portal

It's a challenge doing business in the present climate, but smarter organizations are relying on IBM WebSphere software to gain strategic advantages. Like all IBMers, the entire WebSphere team is dedicated to ensuring your success.

IBM Software Subscription and Support is an investment in business resilience, risk management and the future growth of your business. I encourage you to renew your subscription, TODAY.

Graphic: Act Now and Renew! "banner"
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