



IBM Software Support for FileNet

Overview

The FileNet Support team is dedicated to delivering superior customer service and comprehensive support to ensure your complete satisfaction. Designed to protect and maintain your FileNet ECM investment, basic Software Support directly connects your staff with highly qualified support professionals and on-line resources. Software Support also includes a subscription to code corrections and fixes, plus the most current updates, enhancements, or versions available.

Whether your FileNet ECM software is installed at a single location or in multiple sites, FileNet Support offers a single point of contact for remote technical assistance. Our specialists work closely with your support staff to maintain bottom-line productivity and maximize system availability—saving time and reducing risk.

Focused on your success, FileNet Support resources provide assistance based on deep technical expertise, strong product knowledge and decades of experience serving FileNet customers. Customer satisfaction without compromise is our #1 goal.

Software Support Highlights

- Subscription to all major and minor software releases to stay current and enhance your investment
- Unlimited real-time phone support from FileNet certified support staff
- Unlimited case logging by phone or Web with global call management system tracking
- Focused problem resolution at your site via an unlimited number of designated support contacts with FileNet training
- Unlimited access to FileNet Support on-line resources, including our knowledge base and technical documentation
- Targeted response times based on severity for fast and effective problem resolution
- 10 x 5 coverage from 08:00 to 18:00, customer local time, Monday through Friday
- Optional 24 x 7 coverage for Priority 1 cases
- Support delivered by Support Center Practices certified response centers
- Value-add Premium Support offerings available for requirements beyond the scope of basic Software Support

Premium Support Options for Specialized Help

Additional value-add Premium Support offerings provide operations and enhancement assistance for your IBM ECM systems and solutions.

Operations Support

Operations Support provides assistance to your operational staff on a variety of technical topics. The support we deliver is tailored to your current and future needs. We can help with implementing on-site operational fixes, or by performing standard technical tasks that your in-house teams may not be prepared to complete. Additionally, we can assist with on- or off-site support of upgrade tasks, including planning, design and execution assistance.

On-site Operations Support is delivered by our Professional Service Practices (PSP) certified field delivery staff.

Developer Support

For customers utilizing Software Development Kits (SDK) our Developer Support offering provides best-in-class support to help build, customize or extend an application created with the SDK.



Application Support

We also offer Application Support for customers running applications custom developed by IBM ECM Lab Services. This offering provides uninterrupted support for your business-critical applications.

Emergency On-site Support

And finally, On-Site Emergency Support can be added to your Software Support contract to ensure you have the help you need at mission-critical times.

Contact

To learn how basic Software Support and value-add Premium Support offerings can help meet your business needs, please contact your local ECM Support Manager at 1.800.FileNet (outside the U.S. call 1.714.327.4800) or email crgfn@us.ibm.com.

Support Center Practices (SCP) and Professional Service Practices (PSP) Certification

FileNet's attainment of both SCP and PSP Certifications establishes our market leadership in delivering unmatched service to our customers. SCP and PSP are part of a suite of service capability and performance standards designed to improve the quality and effectiveness of technology support and service operations. These internationally recognized standards define best practices, quantify performance levels and establish a foundation to build on existing quality processes.

FileNet's annual attainment of SCP Certification since 1999 and PSP Certification in 2006 demonstrates a commitment to optimizing business processes and driving higher levels of operational performance, customer satisfaction and loyalty. To learn more, visit www.scpcertification.com/.

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