



Algorithmics Support is Changing!

Find out how to get support from Dec 9th



Welcome Algorithmics Customers!

Members from the Business Analytics Client Care Team will be discussing IBM's support model, how to navigate ibm.com for self-service support and addressing many of the common integration questions faced by newly acquired customers. The intent of these sessions is to give you an opportunity to learn and ask questions about these topics which may impact your support experience within IBM. Subject Matter Experts will present on a range of topics including (but not limited to):

- How to download products from the PAOnline site
- Your 6 designated IBM Contacts and their roles (Primary, Site Technical...etc)
- Impact of client roles on your interactions with IBM and online Support Services
- Online Self-Service Support Tools - Customizing Support Portal
- How to obtain product support - logging a Service Request online or by phone
- Q&A

If you or your colleagues have any questions on how to interact with IBM Support, how to obtain your entitled software or any other topics related to your support experience, we highly encourage attendance in these sessions.

If you have any questions regarding these upcoming Webinars, please send an email to clientcare@ca.ibm.com.

Client Experience Webinars

When:

Nov 19 - 2:00pm **EST** (UTC -5)
Nov 20 - 4:00pm **CET** (UTC +1)
Nov 22 - 10:00am **SGT** (UTC +8)

Nov 25 - 2:00pm **EST** (UTC -5)
Nov 26 - 3:00pm **GMT** (UTC)
Nov 27 - 1:00pm **AEDT** (UTC +11)

Dec 3 - 2:00pm **EST** (UTC -5)
Dec 4 - 4:00pm **CET** (UTC +1)
Dec 6 - 10:00am **SGT** (UTC +8)

Find your [Local Call in Time](#)

Webinar duration: approximately 1 hour

To attend:

1. Dial in

[Global access number](#)

Audio access code: 33045155

2. Join the Web Meeting

[Access the IBM SmartCloud](#)

Meeting ID: 0839568

Business Analytics software