

**DB2** Information Management Software

## Regency Services for IBM DB2 Universal Database and IBM Informix



### Highlights

- **Personalized point of contact within the Customer Support organization**
- **Problem management and regular status updates**
- **Priority access to in-depth technical skills**
- **Proactive notification of defects, workarounds, and available fixes**
- **Proactive support to help identify potential problems before they impact your environment**
- **Knowledge transfer that brings the expertise of the Customer Support organization to your staff**

When using IBM® DB2® Universal Database™ or IBM Informix® software in complex, cutting-edge environments running mission-critical applications, your support needs can exceed those of most organizations.

The Regency Services® program for IBM DB2 Universal Database and IBM Informix offers you a premier level of proactive support services. This program offers you a closer partnership with the database Customer Support team to provide you with faster issue resolution and enhance the availability of your business critical data and applications. As an add-on to Passport Advantage®, it equips you with a representative from Customer Support who understands both your particular

support needs, and IBM database engine software.

### Program Benefits.

- **Maximizes Your System Availability.**
  - *We work with you to assess and minimize the impact of system changes. We coordinate the resolution of problems that may result from these changes and, when possible, proactively alert you to newly discovered issues that could impact your environment.*
- **Optimizes Your Staff Productivity.**
  - *We help you manage your software problems, deliver status updates, and create reports to measure your ongoing support activity with us. Through knowledge sharing, we can help you build product expertise and practices to streamline your use of IBM software.*
- **Ensures the Return on Your IT Investment.**
  - *Optimizing staff productivity and system availability maximizes the return on your investment in IBM software.*

## About the Program

Your Regency representative serves as an extension of your own technical staff. We work to understand your environment and your business. With this knowledge we coordinate the right level of support expertise to address your particular business issues.

Your Regency contact monitors your inquiries and facilitates their escalation, follow-up, or further processing as required. Additionally, your Regency representative provides proactive support in the form of information from the DB2 Universal Database or Informix backline support and development groups, which may include:

- *Defects found by development and other customers, including workarounds and emergency fixes*
- *Your open issues, with information detailing the history, resolution, and status*
- *Invitations to conference calls on topics of key interest such as deployment of new features, upgrade advice, and product-usage tips*

The more your staff knows about how IBM software works, the better equipped they will be to apply best practices to maximize the availability and performance of your system. The knowledge-transfer deliverables of the program offer your team access to information straight from the IBM development and backline support organizations.

## Service Options

We help you evaluate your support requirements including product knowledge of your staff, stability of your environment, and nature of your support issues. This allows us to determine which type of resource, Technical Account Manager or Senior Support Analyst, would be most appropriate to meet your needs. Typically, this person works at a site remote to your own, and is shared with other customers.

However, for particularly demanding environments, you can consider investing in a full-time Senior Support Analyst. This specialist will work at your site where your staff can have daily access to deep database product skills. With day-to-day access to your network, applications, and systems, the analyst will develop an in-depth understanding of your environment to focus and accelerate IBM responses to your support issues. Whether you need assistance with problem solving, answers to "how-to" questions, or planning assistance for major changes to your environment, this individual can personally resolve many issues or help determine which IBM technical expert to bring in to resolve others.

Whatever your information management support requirement, we work with you to assess your needs and determine how best to ensure your success.

## For More Information

To request more information, contact your IBM sales representative or send an e-mail to [dmskills@us.ibm.com](mailto:dmskills@us.ibm.com). For more information on IBM support services, visit our Web site at [ibm.com/software/data/support](http://ibm.com/software/data/support)



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