



# IBM Software Accelerated Value Program for Information Platform and Solutions

*Get the most from your Information Platform Solution (IPS) technology investment with three levels of assistance that go beyond standard support\**

Assist	Analyst	Strategic
Proactive issue prevention	Minimizes issue impact, maximizes skills transfer	Skills supplementation and knowledge transfer
A single point of contact for issue management and escalations	Ongoing access to deeply skilled support resources for problem prevention and management	Deep technical expertise to address critical issues, interface with IBM resources, and work to prevent issues from occurring
<ul style="list-style-type: none"> <li>▪ Proactive problem prevention, maintenance planning and problem escalation management</li> <li>▪ Prioritized call handling for entitled named callers</li> <li>▪ Remote Premium Support Manager (shared)</li> <li>▪ Emergency Onsite (available at additional cost)</li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>All items in Assist</i>, plus                             <ul style="list-style-type: none"> <li>+ More hands-on assistance with problem resolution activities</li> <li>+ Additional customized reports / analysis for problem prevention</li> <li>+ More named callers</li> <li>+ Customized skills development / transfer plans</li> <li>+ Onsite days for planning / skills development</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>All items in Assist &amp; Analyst</i>, plus                             <ul style="list-style-type: none"> <li>+ Dedicated remote and/or <u>onsite</u> resources with additional advanced technical skills, greater leadership in problem prevention, problem isolation and diagnostics, and problem management activities</li> <li>+ More named callers</li> <li>+ Executive sponsor with advisory role to IBM Support</li> </ul> </li> </ul>

Deliverables	Assist	Analyst	Strategic
Proactive PMR management & escalations (standard deliverables)	■	■	■
Scheduled customer visits		■	■
Remote assistance		■	■
Coaching on best diagnostic techniques		■	■
Coaching on proven problem prevention techniques		■	■
Insights into 'proven practices'		■	■
Direct problem diagnostic assistance		■	■
On-site assistance			■
Executive sponsor			■
Greater assistance with problem prevention activities, problem isolation and diagnostics, and problem management			■
Monthly 'proven practices' reports			■
Account planning			■

For more information about how IBM Software Accelerated Value for IPS can help you, please contact Laurent Pierre Jr at [lpierre@us.ibm.com](mailto:lpierre@us.ibm.com)

\* A current IBM Subscription and Support contract must be in place to be eligible for IBM Premium Support