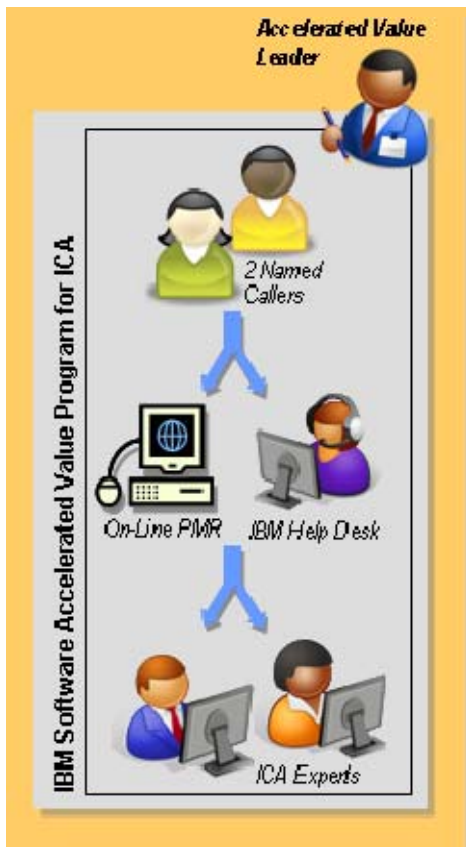**IBM** Information Management **software**

IBM Software Accelerated Value Program for InfoSphere Clinical Analytics

Customized Support for ICA Customers

The Software Accelerated Value Program for ICA Process

Each Software Accelerated Value Program for ICA customer is allowed up to two authorized callers to initiate a Problem Management Request (PMR) via the web or by phoning the IBM Help Desk. The PMR is immediately routed to an ICA specialist who will work the issue through to resolution. The entire process is monitored and managed by your IBM Software Accelerated Value Leader.

What is ICA?

InfoSphere Clinical Analytics (ICA) – a component of a clinical solution with the Warehouse and Cognos products - is a pre-defined template that provides a single-source of trusted administrative, clinical, and research information from across the enterprise, provides healthcare analytics through a complete suite of services, infrastructure, and tools.

IBM Software Accelerated Value Program for ICA

Support for InfoSphere Clinical Analytics is available through an IBM Software Accelerated Value Program contract. With Software Accelerated Value, you will have an assigned Accelerated Value Leader (AVL) to track, monitor, and report on any issues that should arise with your ICA software. Your SVL will help find a resolution to your issues, escalating whenever necessary, and communicating with you every step of the way.

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Get the Most Out of ICA

To learn more how IBM Software Accelerated Value Program for ICA can help you, please contact your local Software Accelerated Value Program Sales Representative at http://www01.ibm.com/ software/support/accelerated value/contactus.html.