

IBM Software Accelerated Value Program



Highlights:

- Trusted advisor single point of contact — Accelerated Value Leader
- Proactive support and priority call handling
- Sharing of IBM Best Practices
- System evaluations and status updates to uncover out-of-date software
- Access to technical services to help minimize risk of system downtime and increase performance
- Improved staff performance through personalized knowledge transfer
- Co-authored delivery plan coordinates IBM service deliverables with your goals

A trusted advisory premium support service

Your industry depends upon the availability and performance of your business processes, and you invested in IBM software with those goals in mind. Now you may be considering support service options to deploy or upgrade your software capabilities, assist in the technical knowledge of your IT staff and/or to avoid risks and quickly resolve performance issues as they arise. Wherever you are in the infrastructure strategy or project lifecycle, the IBM® Accelerated Value Program offers advanced support services and technical expertise to help address your business and IT needs.

Overview

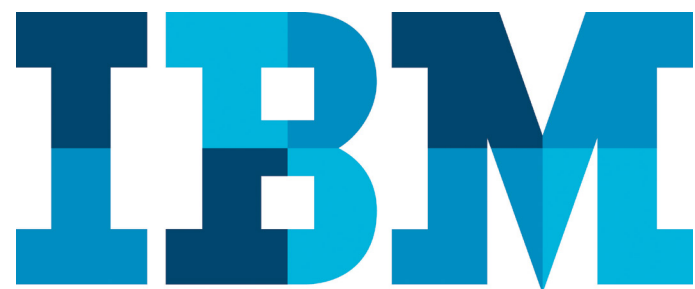
Whether your environment features IBM on-premises software, software appliances, and/or SaaS-based applications, the Accelerated Value Program can help your enterprise diagnose and resolve issues to minimize the risk of downtime. Our team of experts can help you successfully deploy and integrate new solutions, manage upgrades or migrations, and quickly utilize best practices.

The IBM Accelerated Value Program has many years of experience helping our clients manage their IBM solutions by proactively managing system maintenance updates, accelerating technology adoption, and optimizing a steady-state environment. Whether you are using one IBM product or several, we can assist you with the configuration and integration of your IBM software and appliance solutions.

As an Accelerated Value Program client you'll be assigned an Accelerated Value Leader as your single point of contact across IBM. As a virtual extension of your IT team, your advisor can help reduce the time and effort needed to resolve issues. Accelerated Value Specialists are available as an option to provide on-site or remote product technical expertise, planning, troubleshooting, and more.

Accelerated Value Leader

- Understands your organization's concerns, business goals, and IT environment
- Plans proactively for preventive maintenance and system enhancements
- Serves as a primary escalation point for all support and critical situations
- Provides personalized advice on software upgrades, fixes and



- rapid workarounds
- Enhances your team's skill set with IBM product enablement and access to technical documentation
- Helps solve problems quickly with priority call handling and issue resolution
- Shares expertise and delivers personalized recommendations
- Delivers regular status updates and meetings on priority client issues

What we offer

IBM Accelerated Value Program offers several options, including a flexible three tiers of service levels. Price points and deliverables are dependent upon the package you select.

AVP product comparison

	S	G	P	SP	GP	PP
Single point-of-contact to IBM	✓	✓	✓	✓	✓	✓
Streamlines your support experience	✓	✓	✓	✓	✓	✓
Expedites time to resolution	✓	✓	✓	✓	✓	✓
Priority Call Handling	✓	✓	✓	✓	✓	✓
Operational Q&A	✓	✓	✓	✓	✓	✓
Additional Reactive Patterns	✓	✓	✓	✓	✓	✓
Learns your environment, goals, and plans		✓	✓		✓	✓
Delivers operational excellence with expert, experience-tested IBM skills		✓	✓		✓	✓
Assists across life cycle: plan, deploy, optimize, extend, and upgrade.		✓	✓		✓	✓
Identifies your team's skill gaps, provides customized skill transfer		✓	✓		✓	✓
Maximizes software feature utilization		✓	✓		✓	✓
Expedites software deployment		✓	✓		✓	✓
Additional Proactive/Preventive Patterns		✓	✓		✓	✓
Coverage for 1 Hybrid Cloud product	✓	✓	✓	✓	✓	✓
Coverage for 2 Hybrid Cloud products			✓			✓
Onsite kick-off				✓	✓	✓
Onsite AVL visit(s)				✓	✓	✓
Onsite services days					✓	✓

S = Silver, G = Gold, P = Platinum SP = Silver Plus, GP = Gold Plus, PP = Platinum Plus

For more information

- Contact us:
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- Visit our AVP Web site:
ibm.com/software/support/acceleratedvalue/



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