

IBM Analytics Cloud Expert Services



Highlights:

- Personalized and proactive services to help prevent issues from occurring, delivered by trusted advisors
 - Highly skilled technical specialists act as a remote extension of your team
-

Proactive. Preventive. Personal.

The Analytics Cloud Expert Services (ACES) team are experts who provide a suite of technical advisory services available to help you successfully adopt, operate, and evolve your Analytics solutions. Our team has deep technology expertise and vast experience across private, hybrid and public cloud platforms.

Overview

The ACES team provides services across the entire software lifecycle with focus on three primary areas:

- Development services
- Management services
- Premium support services

Development services

These personalized developer assistance and support offerings range from quick start projects to end-to-end custom solutions - delivered by IBM Analytics API experts. Offerings include:

- **Developer Assist** - Specialized aid and support activities for your developers.
- **Designated Developer** - IBM designated resource to assist your development team on various development activities.
- **Cognos Custom Authentication Provider** - Custom Authentication Provider for IBM Cognos® BI products.
- **Cognos Security Replication** - Automated process of preserving and maintaining all Cognos security environments.
- **Advanced Visualization** - Services to help define new visualization types to meet your business needs.
- **Mobile App Customization** - To extend IBM Cognos BI and performance management to your mobile devices.
- **Cognos Upgrade Automation**- Our experts will help IBM Cognos BI or Series 7 users upgrade to products in the IBM Advanced Analytics suite.
- **Cognos Content Store Refinement**- Capture and combine information about your Content Store in an automated fashion, allowing you to get the answers that you need to plan an upgrade effort or regular maintenance.

Management services

Available to help bridge your IBM Software from on-premises to the cloud, or between product versions. We manage key parts of your environment and continually optimize your solutions to allow them to run and grow seamlessly. With both consultative and/or hands-on



assistance, we call fulfill your solution maintenance and administration needs. Offerings include:

- **Operations Launch** - Assistance when you move newly purchased IBM technology from the implementation phase to deployment.
- **JumpStart Services** - Up to 50 hours of remote consulting time for startup activities.
- **Essential Management Service** - Our skilled professionals can administer, monitor and create a steady state for your new environment.
- **Upgrade Bridge** – Help for you to cross the bridge from an unsupported to a supported IBM software release.

Premium support services

Our technical specialists apply their experience to extend beyond IBM's Subscription and Support (S&S) services to address your specific product and solution requirements. Our experts can accelerate your problem handling and resolution, deliver proactive guidance and provide targeted solutions to address your unique business requirements. Offerings include:

- **Analytics Platform Support** - New Enhanced and Premier support packages that can help you get maximum value from your IBM software investment.
- **Accelerated Value Program (AVP)** - AVP is a subscription service to provide you with designated product experts and trusted advisors to help you accelerate solution adoption and mitigate risk. We enable you to achieve faster and higher ROI for your solutions by tightening integration between your systems and applications. Our AVP program is about partnering with knowledgeable industry and technology experts, to proactively guide and help you manage your solutions on an ongoing basis.
- **Enhanced Secure Support** - Access to environments with physical, logical and administrative security that protects the regulated data you send to IBM for support.
- **Event Readiness Support** - Planning and preparedness for critical events like escalated traffic, holiday readiness, site/brand launch, Monthly/Quarterly load.
- **On Demand Consulting** - Just-in-time access to rich technical expertise at critical times to help you mitigate risk and accelerate solution deployments.
- **US Citizen Support** - IBM Secure Support via United States citizens supporting the most stringent government security requirements when your operational requirements demand it.

For more information

To request a call or for additional information about our ACES offerings, please contact us at: askACES@ca.ibm.com. An IBM ACES representative will respond within two business days.

- Website:
ibm.biz/ACES-Landing



© Copyright IBM Corporation 2018

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the United States of America
March 16, 2018

IBM, the IBM logo, Cognos and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at: ibm.com/legal/copytrade.shtml

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT.

IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

The client is responsible for ensuring compliance with laws and regulations applicable to it. IBM does not provide legal advice or represent or warrant that its services or products will ensure that the client is in compliance with any law or regulation.



Please Recycle