

# IBM Software Accelerated Value Program

*Leading across the IT life cycle*



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## Highlights

- Plan, deploy, grow, optimize, and extend your software environment and applications with the Accelerated Value Program.
  - Take advantage of proactive planning, deployment mentoring, and knowledge sharing before projects start.
  - Accelerate past project delays with fast problem resolution via priority call handling, problem management, and emergency on-site services.
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Change happens quickly. Problems arise. The marketplace never stops moving. Just ask IBM clients around the world, and they'll tell you that their business wouldn't be the same without the IBM Software Accelerated Value Program.

IBM Software Accelerated Value Program allows you to meet challenges as they arise—and even before they appear, with proactive monitoring of your company's IT needs. Our clients maximize their software return on investment by working with our dedicated team that understands the highly individualized needs of complex companies. Our clients succeed because of the fast, timely service that the Accelerated Value Program provides.

### Why the Accelerated Value Program?

The Accelerated Value Program provides a wide array of services aimed at maximizing your software investment—anywhere along the life cycle of your software infrastructure. Our goals are to help you achieve faster time to value, lower the total cost of ownership (TCO), and provide proactive guidance on infrastructure management and operations.

### How the Accelerated Value Program helps

- Single point-of-contact—The Accelerated Value Program is your liaison to IBM Support, development, product managers, IBM Business Partners, Accelerated Value team members, and third-party vendors.
- Proactive problem avoidance—We offer our clients risk and change assessment, remote or on-site assistance and coordination, root cause analysis guidance, interoperability research, and skill gap assessments.
- Knowledge and skill sharing—We offer our clients first access to environment specific technical content, on-site technical activities, staff coaching, workshops, and guidance. When available, you receive invitations to remote briefings and summits. Named callers (designated contact points within your company) receive one product certification voucher per contract year.
- Problem Management—Not all problems can be avoided. In those cases, we monitor and expedite closure of service requests. We help coordinate solutions, provide status updates, and manage escalations.



- Operational and technical guidance—Our areas of expertise include research on interoperability, architecture, and performance and guidance on installation, configuration, and trend analysis.
- Best practices—We'll learn about your IT environment, infrastructure, and people. Then, we'll help you avoid known software defects and provide recommendations to help avoid known issues.

## Key components

### Accelerated Value Leader

The AVL acts as a single point of contact to IBM, creating a virtual extension of your IT management team. The AVL coordinates proactive and reactive support activities for your team, such as:

- Providing a delivery plan and quarterly reports.
- Driving proactive project planning.
- Strategizing ways to help optimize IBM software.
- Analyzing PMR activity to identify areas of skill building.
- Reporting the status of open issues and trends.
- Escalating of critical issues.
- Advising alternatives to help provide quicker solutions to you everyday support requirements.
- Connecting you to IBM Support management and development to raise visibility of your issues.
- Creating opportunities for you to gain expertise from the IBM development labs.

### Accelerated Value Specialist

The primary goal of the AVS is to provide ongoing technical expertise to help you resolve reported problems and avoid future outages. The AVS is assigned to a specific area of technology and interacts directly with your designated named callers. Specific AVS activities include:

- Assisting planning, development, upgrades, and migrations.
- Communicating known problems that may pose risk to your environment, and suggesting proactive action.
- Anticipating conditions that could cause outages and recommending actions to minimize risks.
- Recommending proactive system maintenance.
- Assisting with preparatory work to ensure smooth migrations.
- Providing diagnostic guidance for problem resolution.
- Advising specific fixes and workarounds for your environment.

### Emergency on-site assistance

In the event of a business-critical (severity 1) issue, IBM makes every effort to dispatch an engineer to your site within 24 hours.

## On-site assistance

On-site activities can include reviewing an existing application for adherence to best practices, performance improvements, guidance on deployment, migration or updating software.

### Priority call handling

- Priority access to support centers and Level 2 software engineers.
- Your AVL is notified of newly opened PMRs.
- Support center notified of client-specific issues.

## For more information

To learn more about the IBM Software Accelerated Value Program, please visit the following Web site: [ibm.com/software/support/acceleratedvalue](http://ibm.com/software/support/acceleratedvalue)




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