IBM Jet Support

The Best Phone and Online Support for your Software Systems just got better!

Highlights:

IBM Jet Support is specially designed to meet the support needs of IBM Software clients to:

- Give you selected days of onsite technical support coverage

- Reduce downtime

- Save money

Now when you renew your Software Standard Support, you can also add another layer of support for your software applications. All you do is sign up for the Jet Support Package, a technical support package designed to give you onsite support, reduce downtime and save money.

With Jet Support, you will receive more than phone and online support. Jet Support brings experienced support engineers right to your doorstep.

The Jet Support Package gives you

Selected days of on-site technical support coverage over a 3, 6, or 12-month period focusing on the following:

- Onsite technical software support.

- Onsite assistance to identify problems that are difficult to reproduce.

- Onsite assistance to troubleshoot problems.

- Onsite application of fixes or updates.

- Onsite assistance to provide corrective support to resolve identifiable and reproducible software product problems.

- Onsite assistance with software installation.

- Onsite assistance in setting configuration parameters.

- Onsite assistance for software usage questions.

Jet Support	Standard Pack 5	Value Pack 10	Value Pack 50	Value Pack 100
Singapore	SGD 12,200	SGD 21,500	SGD 100,000	SGD 192,000

What's more, purchase any IBM Jet Support Package and receive a special one-time IBM training offer of 3 seats for the price of 2 at any IBM Software Lab Services public training course!*

Price Payment Terms

Prices are subject to change.
Prices excluding Taxes.
Standard Terms and Conditions Apply.

Contact

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*IBM Training Offer Terms and Conditions:

– This offer is strictly for IBM Software Lab Services public training courses.

– The offer is valid only for courses that are a minimum of 4 days in duration

– The 3 seats must be attended on the same course on the same dates as per schedule (no mix and match) and cannot be used in conjunction with any other promotion, customized class or private class.

– This offer is valid only till 31st Dec 2010.

IBM Software Lab Services

IBM Software Lab Services provides you with a set of comprehensive services for designing, building, testing, deploying and maintaining IBM Software solutions. Our end-to-end portfolio of capabilities can be customized to meet the needs of every stage of your software deployment – from assessment to pilot to full implementation.

Based on your specific needs, you can apply our expertise to a specific area, or develop a more comprehensive program by integrating elements from the three pillars of IBM Software Lab Services:

IBM Software Consulting Services – IBM provides architecture, design, implementation planning, rapid integration and deployment, project management, product installation, customization and mentoring services for your business solutions.

IBM Software Education – For corporate and education institutions – IBM provides enablement in IBM technology for corporate IT and end users. IBM recognizes the importance of getting trained and knowledgeable resources to continue maintaining the systems to effectively support the organization. In addition, IBM provides an educational program, Software Career Training (SCT) for institutes of higher learning.

IBM Software Accelerated Value Program – IBM provides a wide array of services aimed at maximizing your software investment anywhere along the lifecycle of your software infrastructure. We help you accelerate your returns on investment, lower the total cost of ownership, and provide proactive guidance on infrastructure management and operations.

IBM software