IBM Emptoris Customer Support

Support Case Severity Levels:

Support Case Severity Level Examples by Product Lines

	Severity Level Examples by IBM Emptoris Product Lines			
	Severity 1 Critical Business Impact – All Productive activity stopped	**Severity 2** Major Business Impact – Major feature failure or performance degradation	**Severity 3** Minor Business Impact – Minor Feature Failure	**Severity 4** Minimal Business Impact – General Questions
General Examples	Unable to use the product or reasonably continue work using the product in a production environment Product security breach Data corruption is occurring	Critical product components not working properly. Behavior has created a significant negative impact on productivity	Product components not working properly although an alternative solution is available A non essential feature is unavailable with no alternative solution Product behavior yields minimal loss of operational functionality or implementation resources	Product information request Product enhancement request Product documentation clarification How to questions
IBM Emptoris Sourcing Examples	All users unable to access the system Severe performance issues in all areas of application preventing all users from using the application effectively Supplier and buyer unable to place bids (via UI and via import) Import/Export functionality not working for all events and all users Optimization is not working for all users	Users not receiving event invitations A supplier unable to respond to an event Reports are stuck in Running Status Import/Export functionality not working for a single event and/or user Optimization is not working for one event and/or user Email notification contains inaccurate information (UserID/password missing or in wrong location) System displaying incorrect scoring & formula calculation	Formatting issues with reports / question / items Translation change requests System configuration changes Unable to attach document in event	What is the user organizational structure Provide hyperlink in the email notification directly into the RFx event Documentation issues and/or changes How to export an event Does the Buyer Bid offline template work for suppliers
IBM Emptoris Spend Analysis	All users unable to access the system	Dataset is not loading for a specific user	Users unable to modify Feedback	Administration functionality

			comment	Drag and Drop
Examples	Severe performance issues in all areas of the application preventing all users from using the application effectively A significant number of users cannot access the dataset due to incorrect security role configurations All users with a specific role cannot access the dataset All users unable to export transactions or run cross tabs Content of entire dataset is wrong(highly unlikely)	Users are unable to export feedback Cross tabs are stuck in Pending status Internal error when creating a bookmark An entire dimension is missing or completely wrong All users receive an error when submitting feedback	comment Data issue- Submitted feedback not applied in latest dataset publish User permission change request New user creation request Data is not displaying properly (frequently in reference to accented characters, Greek or Cyrillic data) Uncategorized spend is too high User needs help extracting data from the dataset	Drag and Drop functionality in Dashboard Documentation issue and/or changes How to submit online feedback How to reset password How to create a report / bookmark / dashboard How was this dimension derived? Where did this data come from? What does this field mean? Why is spend categorized this way?
IBM Emptoris Contract Management Examples	All users unable to access the system Severe performance issues in all areas of application – Observed response times are 200% (or greater) of expected performance in all areas of the application All users are unable to create contracts, open contract language, approve contracts and execute contracts – all functional areas are unavailable Reporting Server down, unable to restart Unable to view Contract Language on all Contracts	All users unable to create contracts or perform other specific action in application Contracts Approval Workflows and Rules function incorrectly Search results inaccurate Contract Language formatting incorrect across all contracts Error while updating Contract Lines, including products, price lists, adding and deleting line items Core product report returns incorrect data or reporting view is incorrectly constructed Webservices on a particular object (Contract, Address, Individual, etc) are all non-functional All users unable to view Contract	Notification template formatting incorrect Incorrect UI Windows (buttons off screen on small resolution, entry fields incorrectly sized but properly functioning, etc.) Error in specific Webservice Single user cannot view Contract Language	Administration functionality End user functionality / training Documentation issues and/or changes How to schedule a reporting job

		Language on specific Contract Template		
IBM Emptoris Services Procurement Examples	All users unable to access the system. Performance is at a level that causes a halt in mission critical business transactions.	Unacceptable performance, but system is usable. Workflow not behaving properly either invalid escalations or failure to escalate when necessary. Security issue Critical Reports used to reconcile data for payment not working Integration failure, causing potential delay in payment to supplier Incorrect rate applied to orders Integrations to other products not working	Product change requests, Request for new reports UI Issues, user unfriendly behavior Password resets Rate card uploads Isolated performance issues Individual timesheet issues Problems with Requests, Master Agreements, orders, etc BobJ report issues	How to do something in the product Request for documentation Product enhancements Enhance or change an existing report Minor incorrect behavior that does not impact critical business transactions Issues with help documents
IBM Emptoris Rivermine Telecom Expense Management Examples	Customer is prevented from software login Customer is prevented from use of all subscribed application features Customer's AP/GL feed does not produce a file or expected result which impacts their ability to pay invoices without a workaround	Software interfaces Orders not being transmitted successfully to vendors Invoice reader not operational Invoice approval workflow not functioning as designed Invoices are not allocating as designed Degraded performance for any critical software features noted above	Cosmetic, misspelling, column headers not lined up	
IBM Emptoris Supplier Lifecycle Management Examples	Information security issues, data loss and data corruption issues Users can access information without appropriate permission Answers from questionnaires are generally lost	Minor data loss and data corruption issues Some answers are lost from single questionnaires Calculation of singe evaluation results is wrong Issue complicates running business process but	Issue complicates running the business process but reasonable workaround is available Automatic follow up is not initiated Some filters or columns are not available	User interface layout issues Buttons on the wrong place Incorrect labels Translation issues Reporting layout issues Column alignment issues

Calculation of evaluation results is generally wrong Issue prevents running the business process (Qualification, Performance or Risk Evaluation) and no workaround is available	workaround is available	Some automated process steps have to be initiated manually	Incorrect labels Documentation issues and/or changes
It's not possible to start an evaluation	System does not send invitation or reminder mails	System administration issues slightly complicate use of the system	How to create score cards?
It's not possible to finish questionnaires	All automated process steps have to be initiated manually	Automatic user synchronization does not work for single users Performance issues preventing users from using single functions effectively	How to create questionnaires? How to configure processes?
Complete reporting for a Module is not available or corrupt Issues which become visible to 3rd party and could cause image degrade to our customers	Special reports are not available or corrupt		How to activate and configure mail templates?
Supplier can access internal information System administration issues prevent use of the system	Issues which become visible to 3rd party users		
User management is not available Severe performance issues in all areas of application preventing all users from using the application effectively	Supplier do not get the usual provided information		
	System administration issues complicate use of the system		
	Automatic user synchronization generally does not work		
	Performance issues preventing users from using some important functions effectively		

Support Services

IBM Emptoris Customer Support offers a range of services to assist your organization with all aspects of operating your IBM Emptoris solutions. IBM Emptoris Customer Support is highly-accessible, highly-reliable and fully committed to providing timely and dependable resolution of all inquiries and issues. IBM Emptoris Customer Support includes:

- Web based and phone access

- Support in nine global languages
- 24 x 7 Customer Support *
- Support for Severity 2,3, and 4 cases up to 24 hours a day, 5 days a week
- Support centers across the globe including in North America, and Asia

* Weekend support, defined as Friday evening through Monday morning, is provided for Severity 1 cases only. . Weekend support will be provided in English however, we will try to accommodate local language where possible. An appropriately skilled technical person from your site must be available to work with IBM Emptoris's technical support staff during the entire time we are performing support services outside of normal country business days. IBM Emptoris requires that all Weekend support requests are made via the phone as email and our support portal are not monitored during this period of time. Severity 2,3, and 4 problems reported during the Weekend will be queued for the next business day.

The self-service Web portal includes access to a robust solution knowledge base, Q&As and FAQs. The global customer support languages include Chinese, French, German, Italian, Japanese, Portuguese, Russian, and Spanish, with options to add additional languages.

Premium Support Services (IBM Accelerated Value Program – AVP)

IBM Emptoris provides a premium customer support offering titled IBM Accelerated Value Program (AVP), the centerpiece of this offering is a Customer Life Cycle Manager who serves as your primary point of contact for your organization and is responsible for:

- Maintaining knowledge of customers' strategic business objectives, operational metrics, baseline performance indices, and improvement goals
- Working with customers to ensure better usage and adoption of solutions
- Undertaking proactive planning targeted at issue prevention and management
- Aiding and assisting customers with best practices
- Overseeing provision of regular key performance indicator (KPI) reports
- Overseeing provision of feature reviews related to all upgrades and new releases
- Soliciting customer input and feedback for IBM Emptoris Product Management and Development
- Coordinating new installations or upgrades