IBM Premium Support for FileNet

IBM Premium Support Offerings for FileNet

Premium Support Manager

Premium Support Analyst

Operations Support

Developer Support

Applications Support

Emergency On-Site Support

Overview

IBM FileNet Premium Support Offerings – expert, comprehensive, proactive, and personalized software support and assistance to help improve the availability, efficiency and flexibility of your IBM FileNet environments and ease the development of new projects.

Your Current Situation = Happy with ECM
You've made a big investment in IBM FileNet (FileNet) systems and you're pleased with how much easier it is to manage content and to run your day-to-day business processes. But you'd like some help minimizing the effort required by your staff to keep the software running optimally.

Proactive, Personalized Support
IBM Premium Support for FileNet can provide the expert assistance you're looking for. Whether your business operations span a region, a nation or the entire globe, we can

help you optimize the return on your investment in FileNet technology.

Strategic Support Management and Assistance
FileNet Premium Support services complement your software maintenance contract with added levels of support often necessary for organizations with complex ECM systems.

<u>Premium Support Manager and Premium Support Analyst</u> offerings help customers reduce risks and costs with proactive infrastructure management.

<u>Additional value-add Premium Support offerings</u> provide specialized help for customers with system enhancement needs.

With these services, you'll see:

- Increased staff productivity
- Deceased downtime
- Fewer development issues
- Quicker implementations
- Smarter support staff
- Reduced overall costs

Focused on Your Success
Your success relies upon many factors, including system reliability, employee knowledge, and good plans properly executed. Premium Support is focused on delivering

Services to support these factors and ensure your overall success.

Pick the Offering Right for You

Premium Support Manager gives you a dedicated resource to help manage all aspects of your support issues. Add Premium Support Analyst service and you'll also get someone who will provide best practices-based technical assistance to help your internal support teams resolve issues.

Premium Support Manager provides assistance ranging from support services management and communication with key contacts to strategic advice and reporting.

Premium Support Analyst provides detailed technical advice, and share ECM product knowledge and expertise with your support teams.

Both of these services are available on an annual basis, which ensures you a consistently assigned resource dedicated to supporting your needs.

Additional value-add Premium Support offerings provide operations and enhancement assistance for your IBM ECM systems and solutions.

Operations Support provides assistance to your operational staff on a variety of technical topics. The support we deliver is tailored to your current and future needs. We can help with implementing on-site operational fixes, or by performing standard technical tasks that your in-house teams may not be prepared to complete. Additionally, we can also assist with on- or off-site support of upgrade tasks, including planning, design and execution assistance.

For customers utilizing Software Development Kits (SDK) our Developer Support offering provides best-in-class support to help build, customize or extend an application created with the SDK.

We also offer Application Support for customers running applications custom developed by IBM ECM Lab Services. This offering provides uninterrupted support for your business-critical applications.

And finally, On-Site Emergency Support can be added to your Premium Support contact to ensure you have the help you need at mission-critical times.

Contact

To learn how IBM FileNet Premium Support can help meet your business needs, please contact your local Premium Support Sales Representative at http://www-304.ibm.com/jct03001c/software/support/premium/contactus.html or the Client Relations Group at crgfn@us.ibm.com.