IBM Accelerated Value Program for IBM Cognos SDK Clients

In-depth technical information and support to extend functionality of the IBM Cognos Software Development Kit (SDK)

Why IBM Software Accelerated Value Program?

IBM Software Accelerated Value Program provides a wide array of services aimed at maximizing your software investment. Our goal is to deliver:

- Personalized and proactive assistance
- Partnership for success
- Rapid issue resolution
- Increased knowledge sharing

IBM Software Accelerated Value provides a true partner in support – one dedicated to quickly resolving your issues and proactively preventing obstacles that might impede your success.

What is the Accelerated Value Program for IBM Cognos SDK?

In addition to the available standard IBM Cognos Support, with IBM Cognos SDK, you can upgrade your support to one of two SDK-specific offerings. Created and delivered by developers for developers, Accelerated Value for IBM Cognos SDK provides in-depth technical information and support to clients who want to integrate and extend functionality with their SDK solution.

Key Components

Accelerated Value Program for IBM Cognos SDK is comprised of two major components:

1. IBM Accelerated Value Program for Cognos SDK Support Hours - designed to give you access to the support and training hours you need to ensure the success of your application development; and
2. IBM Accelerated Value Program: IBM Cognos SDK Accelerated Value Developer - providing you with the assistance of an experienced SDK developer.

1. IBM Accelerated Value Program for Cognos SDK Support Hours

This program is designed to give you access to the support and training hours you need to ensure the success of your application development.

- 40 block hours of training and support
- Support for new and existing developers beginning a development effort with IBM Cognos SDK or planning for the upgrade and migration of their application

- Remote delivery by the IBM Cognos SDK advanced support team

The first 16 of the 40 hours is used for training that is delivered to your primary architect or lead developer. This prepares you to design applications with the SDK. The remaining time is used over the span of the agreement, and is tailored to your development cycle. This helps your development staff to receive on-going support directly from the SDK support team who understands the project plan and can add immediate value by resolving questions or technical issues.

2. IBM Accelerated Value Program: IBM Cognos SDK Accelerated Value Developer
This part of the service provides access to a dedicated SDK developer who will work with your company to build and expand your SDK. This offering is available on an annual term with the option to be prorated to accommodate a shorter duration.

Offering includes:

- Two visits not to exceed 5 days on-site total
- Dedicated time of a Cognos 8 SDK Accelerated Value Developer shared with three other clients

- Two named Accelerated Value contacts who are able to work with the dedicated SDK Accelerated Value Developer

Included in both components is access to the following features during the term of the premium support agreement:

- Service Request Routing to a member of the SDK development team
- Product Continuation
- Code-Level Assisted Support
- Custom Code Samples
- Debugging
- Code Reviews
- Design Assistance
- Performance Tuning
- White Papers and Best Practices

For More Information
For more information on IBM Accelerated Value Program for IBM Cognos SDK clients, contact cogprem@ca.ibm.com.

Or visit www.ibm.com/cognos/ support for more details.

About IBM Cognos BI and Performance Management

IBM Cognos business intelligence (BI) and performance management solutions deliver world-leading enterprise planning, consolidation and BI software, support and services to help companies plan, understand and manage financial and operational performance. IBM Cognos solutions bring together technology, analytical applications, best practices and a broad network of partners to give customers an open, adaptive and complete performance solution. Over 23,000 customers in more than 135 countries around the world choose IBM Cognos solutions.

For further information or to reach a representative: www.ibm.com/cognos

Request a call

To request a call or to ask a question, go to www.ibm.com/cognos/contactus . An IBM Cognos representative will respond to your enquiry within two business days.

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