IBM Software Accelerated Value Program

Proactively Minimize Risk, Increase ROI

Highlights:

- Proactive Support Management and Assistance
- Assigned technical resources
- Prioritized call handling
- Skills-sharing sessions
- Personalized notification of tech notes and product roadmaps

Personalized assistance for advanced support needs

As an IBM Enterprise Content Management client, you value and rely on your software to provide you with insights into ways of managing and optimizing your business processes. But, with all the complexities inherent to this highly technical software, do you feel there is more you can do to fully leverage your systems for better business innovation? With the IBM Software Accelerated Value Program, our expert understanding of your support needs can help you strategically manage your software to help you achieve higher levels of innovation, employee productivity, and customer satisfaction.

Common challenges

How well are you able to manage your support needs?

Do you …
… proactively manage support issues, or do you wait until issues become problems?
… know how and when to plan and test system changes?
… know how all the software and underlying infrastructure interact with one another?

Do …
… resolutions for one group often adversely affect systems or performance in another?
… issues often occur when deploying new systems or applications?

How often …
… do you encounter problems when executing planned system changes?

When managing complex IT infrastructure, engaging with experts from the Software Accelerated Value Program can help you mitigate risk and increase employee productivity.

Where IBM can help

Whether you are running mission-critical applications with high-availability requirements or are in need of increasing the productivity of your day-to-day business demands, it's essential that your support needs are expertly handled. The ability to confidently plan, address, and manage your support needs can increase your innovation to help drive your competitive advantage.

The solution

The Accelerated Value Program provides proactive support management and issue resolution assistance from senior IBM support experts who know your software and understand your requirements.

Accelerated Value Program helps reduce risk through:
- Priority access to information and high-quality assistance
- Assigned support resources
- Fewer issues and faster issue resolution times
- Improved availability of mission-critical systems
- Problem avoidance through managed planning
- Quicker deployments
- Optimized use of in-house support staff

For more information

To learn more about IBM Software Accelerated Value Program for Enterprise Content Management, please contact your local Accelerated Value Sales Representative at: ibm.com/software/support/accelerated_value_program/contactus.html