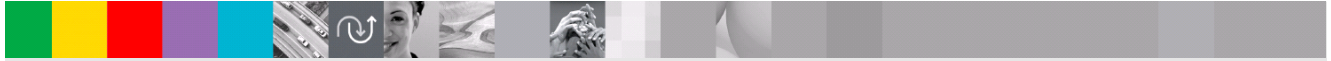**IBM** Information Management software

IBM Software Accelerated Value Program for DB2 LUW and IDS

Get the most from your DB2 LUW and IDS technology investment with assistance that extends beyond standard software support

IBM Software Accelerated Value Program complements the standard IBM software subscription and support contract with an added level of support often needed by organizations with complex technical environments*

DB2 Customers typically utilize Software Accelerated Value for these areas:

- **Developer Support** — Advanced support to help development teams

- **Upgrade and Install Support** — Advanced support for upgrade and install teams

- **Heightened Support** — Advanced support for critical business time issues

Is Software Accelerated Value Right for You?

Support Need	Developer Support	Upgrade & Install Support	Height-ened Support
Developing or reviewing code for a new or existing application implementation	✔		
Using DB2 tools for administration of data server environments. Creating scripts for automating operations	✔		
Advanced technical questions answered. Best practices for applications and administration	✔		
Programming assistance in relation to DB2 LUW and IDS applications	✔		
Advice on configuration of data servers, handling performance degradation. Coaching and mentoring on developer or administration activities	✔		
Advice on backup and recovery for Business Continuity Planning	✔		
Assistance with DB2 LUW and IDS product upgrades (version or maintenance)		✔	
Advice before, during and after software installation, upgrade, or re-hosting		✔	
Review of upgrade project plan and recommendations by specialist		✔	
On call support during critical business activities			✔
Named contacts with environment background during critical activities			✔
Other tasks as specified and agreed to by IBM	✔	✔	✔
Architecture Design Support – help with deciding the DB2 LUW or IDS technology that's right for the job at hand	✔	✔	✔

For more information about IBM Software Accelerated Value for DB2 LUW and IDS, please contact Ro Omrow at rohan@ca.ibm.com

* A current IBM subscription and support contract must be in place to be eligible for IBM Software Accelerated Value Program