IBM Software Accelerated Value Program for Information Management
Proactively Minimize Risk | Increase ROI

Accelerated Value Program

- *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 Information Management client, you value and rely on your software to provide you with insights into ways of optimizing your business. But with all the complexities inherent to this highly technical software, are you fully leveraging your information as a strategic asset to business innovation? Our expert understanding of your support needs can help you strategically manage your software to achieve higher levels of innovation, employee productivity and customer satisfaction.

Common Challenges

How well are you managing your support needs?

- Do you proactively manage your support issues – or do you only tackle them as they arise?
- Do resolutions for one group affect systems or performance in another?
- Do you know how and when to plan and test system changes?
- Do you know how all the solutions and underlying infrastructure interact with one another?
- How often do you encounter problems when executing planned system changes?
- Do issues occur when deploying new systems or applications?

When managing complex IT infrastructure, engaging Accelerated Value helps to mitigate risk and increases employee productivity.

Where IBM Software Accelerated Value Program can help

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

The Accelerated Value Solution

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

Accelerated Value 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

Help Manage Support for Your Corporate Initiatives

Many organizations are focused on developing ways of doing business smarter, quicker, and more efficiently, providing insights and information to a broader-than-ever audience.

These initiatives often involve comprehensive plans for building better industry solutions, establishing robust management dashboards, improving existing data warehouses, and designing better business processes and reporting. These plans inspire and activate the innovative use of intellectual capital. How well the software and underlying infrastructure that supports these initiatives is maintained before, during, and after deployment often affects global adoption and overall success rates.

An Accelerated Value expert can develop and deliver a support plan that addresses your specific corporate initiatives.

Accelerated Value is right for:

- Large or complex technical environments
- Global solutions deployments
- Mission-critical business applications
- High-availability requirements
- Support management inefficiencies

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