Driving Full Throttle Success
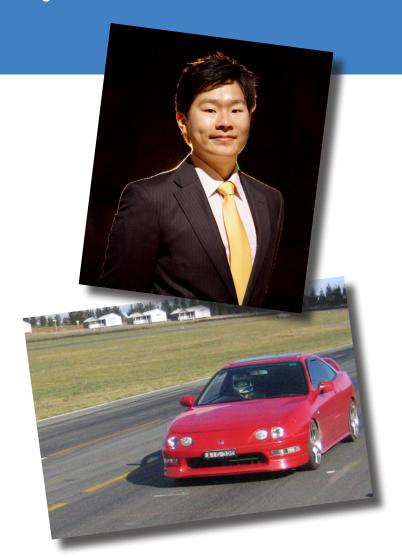## Kenneth Lian, Cognos Business Intelligence Technical Lead

Meet Kenneth

Kenneth Lian, a Cognos Business Intelligence Technical Lead handles clients' escalations with precision, speed and technical agility to drive innovative solutions to challenging IT situations. Determination and focus keep Kenneth on track to accelerate his clients' success and fuel his passion for cars and speed car racing.

> "Drive innovative solutions to challenging IT situations."

How Kenneth helped a client gain control

Kenneth's expertise in managing client critical situations ensures that his clients get the most out of their software and cross the finish line ahead of the competition.

When a large government organization escalated a content migration issue to Kenneth, the situation had been ongoing for two months. Unable to complete the migration from Cognos 7 to Cognos 8.4, the client turned to IBM. In under two weeks, Kenneth successfully performed the content migration, exceeding the client's expectations. To help them gain control of their data and run their environment more efficiently, Kenneth shared a best practices document and suggested IBM Training.

Involving IBM Support early in the process helps to:
- reduce costs
- reduce downtime
- minimize the time to resolution
- increase software productivity
- benefit from additional learning materials

Kenneth's Approach to Support
Tuning in to clients

Kenneth knows that quick resolutions are vital to his clients' success. By listening to clients' needs, he gains a deep understanding that allows him to provide critical support in record time to accelerate client performance. Clients appreciate his time-sensitive and straight-forward approach and benefit from his ability to recommend appropriate skill-building resources.

Kenneth's Philosophy
Tuning up clients' skills

By developing good relationships and a deep interest, Kenneth tunes up his clients' skill level.

> " **IBM Support provides innovative solutions to help you reach your business goals.** "

Kenneth believes smarter clients make better and more effective use of their IBM software. Collaborating with clients and sharing best practices ensures his team and his clients gain productivity though fully tuned skills.

Kenneth's Background

Kenneth began his career in Support as a Server Administrator at the Singapore Exchange. His expertise and ability to speak both English and Mandarin landed him a Support Analyst position with IBM where he provided phone support to remote clients. Developing a track record of success and an award winning reputation, Kenneth was promoted to Technical Lead after just two years. Today Kenneth leads a second level support team of on-the-phone experts, solving issues and guiding clients.

Hobbies

Kenneth is a risk taker and enjoys the thrill of racing cars. Owning his own race car, Kenneth has been responsibly tearing up the track with his friends for almost five years. His passion for cars also takes him on long road trips during the summer, touring the Australian coast. When he has had his fill of the racetrack, Kenneth enjoys cooking and baking.

IBM Support

Your Information Management Software is critical to your business success and IBM Support provides innovative solutions to help you reach your business goals. When you leverage our Support experts you receive rapid resolutions to your critical software needs, saving you time and cutting costs and allowing you get the most out of your Information Management Software. For more information please visit our Information Management Support website at:
ibm.com/software/data/support/