



Swing for Success

Steve Nezan, Technical Manager IBM Cognos 8 Planning

Meet Steve

Day-to-day, Steve is motivated by the success of his IBM clients and believes this to be one of the most rewarding aspects of his role as a Technical Manager for IBM Cognos Planning. Over the past 11 years, Steve has delivered winning solutions that drive a competitive advantage for his clients. In his spare time, Steve enjoys grabbing his driver and heading to the golf course. Whether leading a team of Support and Accelerated Value Specialists or aiming for that hole in one on the golf green, Steve swings for success.

“Resolve issues within a real-time environment.”

How Steve resolved a critical client issue in under 12 hours

Implementing IBM Cognos 8 Planning with DB2 9, a large entertainment client ran into a last minute configuration issue. With only a 12 hour window to implement this new solution the client turned to Steve and his team for help. Steve quickly pulled together Cognos and DB2 Accelerated Value experts from remote locations and across many time zones to work on a fix. Working together, the team ignored time zones and worked tirelessly to reconfigure the environments successfully in only 11 hours. Steve's approach kept his client in the loop with status updates every two hours.

This fix enabled the client to:

- 'go live' within their project deadline
- resolve issues within a real-time environment
- proactively prevent future issues



Steve's Approach to Software Accelerated Value Concentrate on time to resolve issues fast

Steve knows that resolving issues quickly is vital to his clients' success. The less time clients spend solving critical issues, the more time they have to focus on productivity and company performance. Steve builds an open and trusting relationship with his clients through regular communication. His clients are aware of the progress being made during every step of the resolution.



Steve's Philosophy

Respect the clients' needs

Through respect and a deep understanding of his clients' situation, Steve gains insight into what they really need. He is able to deliver meaningful solutions and advance his clients' business. Respecting the clients' needs and concerns, Steve puts himself in his clients' shoes to deliver the support he would expect to receive.

Steve's Background

Steve's expertise in Cognos software support is very broad, ranging from phone support to his current role managing a team of Accelerated Value Specialists. Previous to Cognos, he worked

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with a company whose primary client was a national aeronautics agency. Supporting network communications between space operations and space centers, he was responsible for mission critical technical support during International Space Station missions. Excelling in many different support roles, his vast experience has given him the skills and capabilities to help clients solve their issues with a high degree of client satisfaction.

Hobbies

When he isn't solving major client concerns Steve can be found on the greens playing a round of golf. Growing up by a golf course, Steve and his



brother played often and had fun hitting balls across the river to the fairway. Today, golf is a way for Steve to spend time with friends and

family, often playing tournaments with his father. Steve also likes to get away from the city to enjoy the great outdoors with his children and takes weekend fishing trips to relax.

IBM Software Accelerated Value Program

IBM Software Accelerated Value Program goes beyond standard support providing long-term, proactive technical help and advice. A Technical Manager, along with a team of Accelerated Value Specialists will manage clients issues to avoid risk. You can trust that getting expert advice will result in significant cost savings and fewer issues with faster time to resolution, increasing the productivity of your support staff and giving you the ability to proactively manage your data environment. For more information, visit our Software Accelerated Value website at: ibm.com/software/support/acceleratedvalue/