

IBM OnePoint

Live Call/ Single Point of Contact/ Reporting

HIGHLIGHTS

- **Capitalizes on increased value of software**
- **Provides single point of contact**
- **Improves response time**
- **Increases productivity**
- **Furnishes monthly reporting**

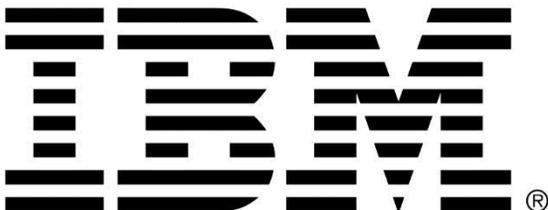
Maximizing the value of your software solution

This services offering will provide access to a designated single point of contact who will help guide your success in escalating and managing your IBM Industry Solutions software. Through this service clients may experience increased satisfaction as incidents are routed to an assigned resource that knows your environment and can more quickly collaborate with specialized support analysts who have in-depth knowledge of your IBM software and together solve your problems in a more expedited manner. Through this expedited service our team of experts can help your business gain a competitive advantage and increased business value.

Additionally, the single point of contact will help maximize your return on investment through guidance and deliverables that assist clients in realizing the true value of their solution, while helping them to remove roadblocks for achieving their business objectives and identify opportunities for improvements to take clients to the next level of maturity.

Providing a single point of contact for streamlined support

By assigning a designated single point of contact (SPOC), they will intimately get to know your environment and save you time in having to explain your software version, operating system and hardware each time you open an incident, therefore decreasing the time it takes to solve your problem.



Improving your response time

With direct access to your SPOC through live call or chat services, every effort will be made to respond to your inquiry within 60 minutes of your first call or chat.

Improving time to first contact and resolution

With unlimited access to a skilled resource and improved service level goals, your problems will receive expedited service and attention, saving your IT team time and money. With increased productivity, our clients can spend more time on their business initiatives and less time troubleshooting and managing software issues.

Leveraging trends and knowledge

With custom reporting on PMRs that your company has opened including metrics in order to give a better understanding of support activity, you gain knowledge of where to focus your training efforts to improve skills or areas to address to improve performance.

Providing APAR reporting that is applicable to your software environment may help to prevent issues for occurring or minimize the impact on those issues that are addressed by a known APAR.

Why IBM?

IBM Software Accelerated Value Program team is a global organization ready to help you accelerate your success with IBM Industry Solutions software. Our technical experts work with thousands of clients around the world, helping them achieve quantifiable business results. You can leverage our experience and expertise to help maximize the value of your software investment, while lowering your total cost of ownership.

Summary of Deliverables

- Named, Single Point of Contact (SPOC) for Support
 - Coverage for a single product area
 - Knowledge of environment
 - Direct access via Live Call and Chat Services
- 60 minute response from SPOC
- Monthly Reports
 - Metrics
 - PMR/APAR

For more information

To learn more about how IBM OnePoint Services can help you maximize your software investment, contact your IBM representative or IBM Industry Solutions Services DealMaker, or visit the following website: <https://ibm.biz/BdRubm>

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