



**Lotus** software

## IBM Software Services for Lotus

*Technical consulting, training and certification, and premium support services*

### Highlights

- ***Benefit from field-tested experience and accumulated knowledge gained by working on a wide range of projects for thousands of clients across various industries***
- ***Leverage in-depth product knowledge, IBM professionals' deep technical skills, strong ties to the Lotus development organization and access to the extensive resources within IBM***
- ***Get the global reach and local coverage you need from IBM's worldwide services professionals, members of the extended IBM team and the highly skilled network of select IBM Business Partners***
- ***Implement solutions with a future that meet today's business needs, while gaining a better understanding of how emerging technologies can help you solve tomorrow's challenges***

The IBM Software Services for Lotus® global organization can help you get the best results and return on investment from IBM Lotus and IBM WebSphere® Portal software technologies. IBM offers a broad spectrum of services including expert technical consulting, effective technical and end user education, and proactive and personalized premium support services. With IBM's integrated set of capabilities and offerings, software services professionals can provide you with comprehensive solutions that will help you meet your ongoing business needs, transform your organization and achieve quantifiable business results.

With an IBM Software Services for Lotus engagement, you are getting the expertise and hands-on, project-based experience of professionals who know Lotus and WebSphere Portal technology inside and out. IBM is dedicated to helping you optimize your current software solutions and gain competitive advantage by quickly adopting new and emerging technologies. IBM Software Services for Lotus focuses on your key challenges—such as mitigating the risk of deploying new technology, planning for growth, lowering the total cost of ownership, and quickly and effectively deploying software.

### Access a range of services

#### Technical consulting

- *QuickStarts and pilots*
- *Infrastructure assessments and analysis*
- *Solution/architecture design*
- *Production deployments*
- *Health checks/environment reviews*
- *Migration and upgrade assistance*
- *Application development resources*
- *Software asset deployment*

#### Training and certification

- *Classroom and e-learning offerings*
- *Tutorials and reference cards*
- *Training strategy and customization*
- *Public classes and private onsite training*
- *Professional certification*

#### Premium support services

- *Assigned operational specialist*
- *Proactive best practice methodology*
- *Programmatic knowledge sharing*
- *Value-added tools and services*



### **Technical consulting**

The highly experienced technical consultants at IBM Software Services for Lotus can help you understand the business and technical considerations involved in adopting and implementing Lotus and WebSphere Portal software. IBM can help assess your existing technical environments and provide field-tested recommendations on the best ways to design, deploy and customize solutions that will allow you to make the most of your software investment. By engaging IBM's team of technical experts, you can mitigate the risks involved in deploying, upgrading or migrating your systems. Let the best practices IBM has learned working on a myriad of projects help guide you toward fast, efficient and cost-effective deployments.

### **Training and certification**

Training can help your organization maximize its software investments by ensuring that employees have the skills necessary to support the deployment and adoption of new technologies and keep pace with technical advancements. Technical and end user training is available through IBM and its global network of authorized providers in a variety of learning formats that can help drive faster and more efficient use of IBM technologies. IBM also offers professional certification—enabling you and your organization to assess your in-house Lotus and WebSphere Portal software expertise.

### **Premium support services**

IBM knows that it is vital to the success of your business for your mission-critical applications and systems to run optimally and be available without interruption. Through the IBM Software Premium Support program, IBM can provide the personalized and proactive technical guidance, knowledge sharing and problem management expertise necessary to help you anticipate and avoid problems, improve efficiencies, effectively introduce new technology and successfully prepare for upgrades and migrations to new software releases.

Designed for customers with complex environments, high availability requirements or applications that use IBM software middleware products in cutting-edge ways, IBM premium services provide you with a single point of contact dedicated to understanding your unique requirements and environments, and to providing priority resolution of your technical questions or issues.

### **For more information**

To find out more about software services for Lotus and WebSphere Portal technologies, contact your local IBM Software Services for Lotus representative.

[ibm.com/software/lotus/services](http://ibm.com/software/lotus/services)

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