

Industry Solutions Services, Support and Success

Enterprise Marketing Management

Accelerated Value Program



IBM Software Accelerated Value Program for Tealeaf® Admin Services

Maximizing the value and health of your Tealeaf solution

HIGHLIGHTS

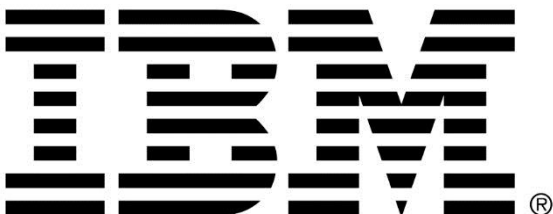
- Maintains health of your Tealeaf solution
 - Provides proactive services
 - Provides up-to-date fix pack advice
 - Collaborates across IBM teams
 - Increases productivity
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Overview

As your business implements their IBM Tealeaf solution, we recommend that you assess whether you have the right skill level and knowledge in-house to maintain a healthy environment that is clear of risks and doesn't affect your system stability and performance. Today, more than ever clients are using products like Tealeaf to gain a competitive advantage by having analytics that will help them to gain an insight into their clients' online and mobile buying experiences.

As your business depends on the availability of this data, it is important that your Tealeaf software solution is running as expected and any issues or challenges that you come across are addressed as efficiently as possible. With Tealeaf Admin Services, we know the high level of services that clients have come to expect from IBM.

With your success in mind, our dedicated team of experts work remotely to help you maintain a healthy environment that is stable and running with the latest fix packs and point releases.



Challenges

- Health of Tealeaf solution is critical
- Lack of in-house resources (product knowledge/training)
- Limited Tealeaf Admin that is leveraged across various areas (i.e. Linux/Windows)/ less time to dedicate to Tealeaf Admin task compared to other applications
- Troubleshooting support issues take longer than expected

Summary of Deliverables

- Support for Tealeaf environment, Monday-Friday, 8 AM- 5PM, local business time
- Assigned Tealeaf Admin
- Weekly Tealeaf system health report
- System alerts to monitor issues that may affect the system stability
- Proactive assistance to notify you of potential issues that may affect your environment
- Assistance in applying fix packs and point release upgrades
- Collaborate with your System Admin in applying Linux and Windows patches
- Collaborate with Tealeaf lab services and partners contracted for major version upgrades or customized solutions
- Collaborate with Tealeaf support to accelerate resolution of infrastructure issues

Why IBM?

IBM Software Accelerated Value Program has been providing expert advice and proactive assistance for over 10 years. Our technical experts work with clients around the world, helping them achieve quantifiable business results. Clients can leverage our experience and expertise and close ties to support and the development labs to help maximize their software investment, while lowering their total cost of ownership.

For more information

To learn more about TeaLeaf Admin Services and other offerings from the Accelerated Value Program visit the following website:

<https://ibm.biz/BdRubm>

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