



## IBM Software Premium Support

### Premium Support Manager & Premium Support Analyst roles

The **Premium Support Manager (PSM)** is responsible for ensuring that the Premium client receives a higher level of service and added value when using their licensing software from IBM. The PSM has a close working relationship with the client's team and plays an integral role in helping the client to determine the overall life cycle of their IBM software implementation.

The primary goal of the PSM is to provide proactive support to help clients sustain and optimize their IBM Software infrastructure.

The PSM is the primary point of contact to the client on behalf of IBM support services. The PSM coordinates delivery of proactive support, skill sharing activities and problem management.

Listed below are some of the tasks that the PSM can perform:

#### Strategic Advice

- ✗ The PSM provides guidance on how IBM Software may help client's meet their business goals
- ✗ Through in-depth knowledge of the client's operations, the PSM can articulate the benefits that new technologies or product features may bring to their business, advise on support plans and assess how products will interface with their critical applications and environment.

#### Service Management

The PSM coordinates support and planning activities for their assigned client(s):

- ✗ Notify them of published technical alerts, product announcements and product defect reports relevant to their software environment
- ✗ Inform them of product availability dates and end of service dates to facilitate upgrade planning.
- ✗ Coordinate on-site service engagements and any other contractual deliverables

#### PMR Management, Escalation & Facilitation

The PSM provides proactive communication on the status of issues, investigating various avenues to provide quicker solutions to client's every day support requirements:

- ✗ Provide regular reports detailing status of open issues under investigation by the Support Engineers
- ✗ Undertake background research to contribute to a complete picture of the issues and find alternative solutions that minimize the client's inconvenience
- ✗ If the client environment experiences a business critical situation, the PSM is the client conduit to IBM Support Management and Development teams to raise the visibility of the issues and provide regular updates to the client

#### Client Contact

The PSM gets to know the client's key contacts, their roles, responsibilities and priorities through regular conference calls and/or onsite visits to discuss open issues, coordinating other resources as required to add value to the discussions.

The **Premium Support Analyst (PSA)** is responsible for providing clients with the highest level of remote and/or on-site technical direction, diagnostic assistance and solutions to problems, defect and non-defect, associated with supported products.

The primary goal of the PSA is to provide the ongoing technical expertise required to avoid potential problems or resolve reported problems for their assigned client(s).

The PSA is assigned for a specific area of technology and has direct interaction with subset of Named Callers, as designated by client. The PSA provides direct support or assistance with technical queries from clients and field personnel.

Listed below are some of the tasks that the PSA can perform:

#### Technical Advice/ Skill Sharing

- ✗ Participate in client's planning for key projects, making them aware of planned changes to software product families identified in the schedule
- ✗ Facilitate client's skills development through invitation to technical briefings
- ✗ Recommend best practices for managing software
- ✗ Deliver onsite technical activities \*

#### Remote technical assistance

- ✗ Apply knowledge of client environment to assist IBM support teams in problem resolution
- ✗ When necessary, guide client in gathering appropriate diagnostics for problem resolution
- ✗ Advise on documented fixes and workarounds applicable to client's environment
- ✗ Work with development (level 3 S/W engineers) to provide debug modules, workaround scripts or other instructions to troubleshoot and/or reproduce an issue reported by the client to complete problem determination for root cause and provide relief or resolution

#### PMR Management & Technical reporting

- ✗ Take ownership of complex or critical problem management records (PMRs) and drive them to resolution
- ✗ Deliver status reports and customized reports with technical advice and proactive maintenance support news
- ✗ Proceed with PMR reviews for particular issues

#### \* Typical PSA On-Site activities:

- Assistance with installation and configuration of products
- Specific product feature implementation
- Assistance for planning and managing upgrades
- One to one or small group discussion on the features and implementation of a specific product
- Knowledge assessment and recommendations from our Global Response Teams
- Bring a person or a group of people up to speed on a specific subject, technology or skills area
- Advanced Troubleshooting.