



## IBM Software Premium Support



### Highlights

- High availability helps avoid the high costs of down time and implementation delays
- Build the intellectual assets of your organization
- Overcome implementation barriers quickly, and meet your schedule
- Empower your IT team to function more efficiently and deliver results

IBM Software Premium Support provides an integrated set of support services that helps you sustain and optimize your IBM Software infrastructure.

IBM Software Premium Support is designed to complement software maintenance and provides value to you through proactive support, knowledge sharing, and problem management.

You will have a focused, personalized relationship with our support organization through a Premium Support Manager who will become knowledgeable of your applicable environment. We proactively help you avoid known problems and help minimize risks of change as your business needs evolve.

Provide proactive support to help avoid costly situations:

- Advise of problems which will help protect your environment and help increase its performance and stability
- Provide advice on strategic project planning such as technology deployments, upgrades, or migrations
- Identify and provide white papers and other technical documents relevant to your applicable environment

Increase IT staff expertise through knowledge sharing:

- Coach your IT team regarding best practices
- Triage problems with optional on-site assistance
- Identify opportunities to advance technical skills of your IT staff

Problem management through IBM Software Premium Support can help increase your staff's productivity:

- Providing assistance via reporting and status updates on your problem management records
- Helping to facilitate your IBM support needs
- Knowing your environment so we can quickly match expertise to the need



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