



IBM Software Group

# Rational Customer Support

*Focused on Client Success*

**Rational** software



**ON** DEMAND BUSINESS™

# Rational Customer Support (RCS)

*A global team of **350+** professionals dedicated to helping customers successfully use the IBM software that they have acquired.*

The Americas- Lexington  
English

Europe- Amsterdam  
English  
French  
German  
Italian  
Spanish

APAC- Sydney  
English  
Japanese  
Chinese (Mandarin)  
Korean

Brazil- Sao Paulo  
Portuguese  
Spanish



# North American RCS Statistics – 2006

- Over **74,000** Problem Management Records (PMRs) opened
- **9 out of 10** customers surveyed are satisfied with support
- Our Technical Support Engineers average of **49.3** months on the job
  - ▶ Industry average is 18 months



# Rational Customer Support

- **2 hour response goal for ALL customer issues**
- 24/7 coverage for **Severity 1** problems
- Normal business hour coverage for Sev 2 – 4 Problems
  - **SEVERITY 1** —> Customer is unable to use the product, which has critical impact on operations. This condition requires an immediate solution.
  - **SEVERITY 2** —> The customer is able to use the product, but operations are severely restricted by the problem.
  - **SEVERITY 3** —> The customer can use the product with some restrictions on the available function. These restrictions, however, do not have a critical impact on operations.
  - **SEVERITY 4** —> The problem causes little or no impact to the customer's operation, or the customer or the branch office representative has found a way to circumvent the problem. Follow-up calls generated by the system are set to priority 4.
- View and manage problem status on the **Internet (ESR)**
- **No limits** on number of IT Professionals who can call
- **Worldwide** infrastructure: support in native languages & time zones
- Does **NOT** include:
  - ▶ On-site support (unless deemed appropriate by Support, Engineering, Sales)
  - ▶ Network design (we DO work with the field to improve network design)
  - ▶ Support for products past their End of Support (EOS) date (Exception is when the customer purchases a special EOS contract)
  - ▶ Analysis of customer's program code (i.e.: exits, applications)
  - ▶ Data/database design & recovery (Under certain circumstances we work with the customer to improve design and help with recovery)
  - ▶ Diagnosis & analysis of non-IBM products
  - ▶ Performance and tuning (Support will assist if it relates to the use of our products)



# IBM Premium Support

- Builds an **intimate knowledge** of customer's environment with IBM
  - ▶ Consistent, ongoing **relationship**
  - ▶ Works as extended member of customer IT team
  - ▶ Looks for ways to represent customer support needs within IBM
- Focused on **proactive and preventative** services
  - ▶ Customer knowledgeable resources focus on preventing problems from occurring
- **Executive reporting** to help with ongoing activity and future planning
  - ▶ Onsite services available for technical issues
- Develops IBM and **customer skills**
  - ▶ **Deepens IBM knowledge** of real customer use of IBM products
  - ▶ **Knowledge sharing available** for customer needs

## Important Links:

- IBM Rational Premium Support - <http://ibm.com/software/rational/support/tsas/>
- IBM Software Premium Support - <http://ibm.com/software/support/premium/>



# Electronic Service Request (ESR)

- **Submit & manage** Problem Management Records (PMRs) 24 hours/day, 7 days/week, 365 days a year.
- Describe your software problem and environment in **your own words**.
- **Monitor and update all open PMRs** relative to a given IBM customer number regardless of whether the PMRs were opened by phone or by the ESR tool.
- **Receive notification via email** when an update has been made to your PMR.
- **View closed PMRs**.
- **Create custom reports** in spreadsheet format.
- **Manage your ESR Authorized Caller/User lists** (only available to Primary and Secondary Site Technical Contacts (STCs)).
- **Update your ESR profile**, including your name, email, phone numbers, time zone, e-mail notification preferences, and the language for the e-mail notification.
- **Attach files** to your PMR.

## Important Links:

- ESR Main Site - <http://ibm.com/software/support/probsub.html>
- ESR Help Site - <http://ibm.com/software/support/help.html>
- Contact ESR Help Desk - <http://ibm.com/software/support/help-contactus.html>



# IBM Support Assistant (ISA)

The local serviceability workbench that helps you resolve your questions and challenges

## Search

- ▶ Simultaneously search across many IBM knowledge repositories and Google

## Learn

- ▶ Access key product information recommended by our product knowledge experts

## Diagnose

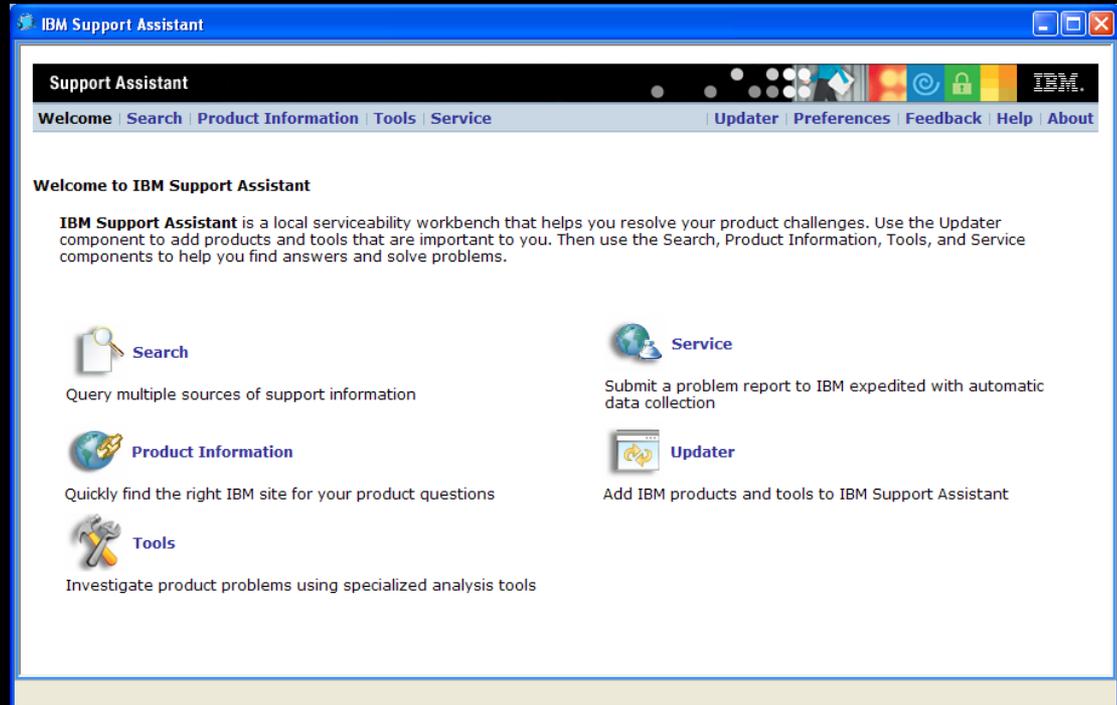
- ▶ Leverage robust diagnostic tools

## Report

- ▶ Run automated diagnostic data collection scripts with integrated access to our ESR electronic problem submission interface

## Stay Up-to-Date

- ▶ Easily update the client with new products and tools



***"I use IBM Support Assistant 3.0 more than any other IBM support tool. The 'Swiss Army knife' concept is wonderful. I truly appreciate how easy and effective it is to troubleshoot my issues and communicate with IBM Support in a single tool."***

**- Eric Sevland  
Release Engineer  
Constant Contact**

<http://ibm.com/software/support/isa/>



# How to reach Rational Customer Support

## Web

Electronic Support Request (ESR)

- <http://ibm.com/software/support/probsub.html>

IBM Support Assistant (ISA)

- <http://ibm.com/software/support/isa/>

## Phone

Directory of worldwide contacts

- <http://ibm.com/planetwide/>



# Helpful Links

**Rational Support page** - <http://ibm.com/rational/support/>

- ▶ Support for all Rational products plus downloads, searches, problem reporting, support handbook

**Developerworks (Community web site)** - <http://ibm.com/developerworks/rational/>

- ▶ Premier resource for software developers, providing a wide range of tools, code, and education

**Passport Advantage** - [http://lotus.com/services/passport.nsf/WebDocs/Passport\\_Advantage\\_Home](http://lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home)

- ▶ Acquire new IBM software licenses and renew maintenance

**IBM Publications Center** - <http://elink.ibm.link.ibm.com/public/applications/publications/cgibin/pbi.cgi>

- ▶ Offers customized search functions to help you find the publications you need such as release notes & manuals

**IBM Support Assistant (ISA)** - <http://ibm.com/software/support/isa/>

- ▶ Free local software serviceability workbench that helps you resolve questions & problems with IBM software products

**IBM Software Support Toolbar** - <http://ibm.com/software/support/toolbar/>

- ▶ Navigate quickly to important ibm.com areas, plus perform targeted searches right from your browser's toolbar

**Electronic Service Request (ESR)** - <http://ibm.com/software/support/probsub.html>

- ▶ Submit & manage Problem Management Records (PMRs) on demand: 24 hours/day, 7 days/week, 365 days/year

