



Hear it from IBM clients





The real story from real people

We could talk all day about how IBM Software Premium Support Services gives your business a boost with extra attention and expertise. About how a premium support manager and other dedicated premium support specialists get to know your business and your needs as well as you know them yourself. About the time and money you'll save. And about the invaluable help you'll receive with major projects and issue management.

Instead, let's listen to the real experts—IBM clients.

Change happens quickly. Problems arise. The marketplace never stops moving. Just ask IBM clients around the world. And they'll tell you that business wouldn't be the same without IBM Software Premium Support Services.

IBM Software Premium Support Services allows you to meet challenges as they come up—and before they come up, with proactive monitoring of your company's IT needs. Whether you are talking about an enterprise technology company in California or the French government, IBM Software Premium Support Services clients all share a common goal. They want to work with a software services provider that understands the highly individualized needs of a complex company. And they can't afford to wait for action. Hear what IBM clients have to say about IBM Software Premium Support Services. Join the ranks of clients who expect more from their technical support department. And get it.





Dedicated support: rely on your own personal support team

“ Our IBM Software Premium Support Services relationship extends our knowledge of IBM products beyond our in-house team, gives additional assurance that issues are dealt with by senior IBM product specialists and gives us access to these specialists to support strategic projects.”

—Funsho Salawu, corporate ITC service manager, Hertfordshire County Council, United Kingdom

“ With IBM Software Premium Support Services, we have priority access to the information we need as well as high-quality assistance. A privileged relationship with our premium support manager helps us to be successful in implementing changes in all our databases.”

—Philippe Lejards, production database administrator, Conforama, France

“ Having a premium support manager enables us to have a spokesperson who really knows our complex infrastructure, composed of many applications. He provides us with lots of intelligent advice specific to our needs so we can really optimize our full range of products.”

—Eric Baudry, operational resources manager for the information system, Ministère de la Santé et des Solidarités, France

“ We view our premium support manager as an extension of our staff with inside connections to [IBM] software.”

—Lorraine Cappelano, IT project manager, National Semiconductor, United States

“ Since 2001, Sparkassen Informatik has been using the Software Premium Support Services for IBM software. We have been using this service for our 300 savings banks and for ourselves. Thanks to this [support], many issues were prevented or solved and our solution expertise keeps increasing.”

—Stephan Gilla, Certified Lotus® Professional, Sparkassen Informatik, Germany

“ IBM Software Premium Support Services has proven itself to be responsive and committed, demonstrating a readiness to understand the business and technology drivers within our company. A high degree of communication provides not only a useful conduit into the IBM support organization for swifter problem resolution, but also an inward flow of information pertinent to our organization.”

—Phil Taylor, Messaging & [Lotus] Notes® Services, GlaxoSmithKline, United States



Your personal support lifelines

Premium support manager

Your single point of contact for all of your technical support needs at IBM, from service management and communication with key contacts to strategic advice and reporting. Your premium support manager stays on top of the individual needs of your unique business organization, inside and out, so he or she can provide you with the best service possible.

Premium support analyst

Benefit from technical advice and expertise on your technical projects. Use your premium support analyst as your personal technician, who can share product knowledge, relay technical information and recommend best practices for managing your software. He or she can even deliver remote technical assistance and onsite support directly to your company.

IBM® Workplace™ for Customer Support portal

Access the IBM, award-winning, customizable technical support Web portal. You get a single point of entry to personalized, proactive information to help you make the right business decisions. You can use IBM's extensive library of support resources, connect with IT professionals from other IBM Software Premium Support Services clients, and quickly tap into IBM for any hands-on support and advice you need.

Executive sponsorship

Depending on your level of service, you can reach deep into the IBM chain of command with the aid of an executive sponsor assigned to your account. A senior member of IBM's worldwide support team helps ensure that you receive the best service possible from your IBM Software Premium Support Services team. Your executive sponsor holds regular reviews with your team.

Your IBM Software Premium Support Services team is on call to provide you with the assistance you need, right when you need it.





Improved issue resolution: reduce downtime and be ready for anything

“ The support of our premium support manager, who has detailed knowledge about the DaimlerChrysler infrastructure, leads to a reduced internal effort for problem resolution and optimization of the infrastructure.”

—Edgar Heinzel, senior manager communication services, DaimlerChrysler, Germany

“ There has been a true partnership developed between our company and IBM Software Premium Support Services that has dramatically reduced the time to address and resolve problems.”

—Jim Doud, delivery project executive – Michelin, IBM SO— Michelin, France

“ IBM Software Premium Support Services has become an indispensable aspect of our [IBM] software management. We recently relocated our company headquarters and divided our United States domains during normal operation with the help of our premium support manager, who has deep knowledge of our application environment.”

—Masaki Iyoda, IT Infrastructure Management department, Mitsubishi Motors, Japan

“ Thanks to the IBM [Software] Premium Support Services, we were able to do a very important technology upgrade with minimal impact to our operations.”

—Cristina López Mazzuchi, Gerente de Sistemas, Sinteplast S.A., Argentina

“ IBM Software Premium Support Services has supported us from the first day. Contacting the premium support engineers for an urgent matter or for just a simple question is quick and easy. It's a service that has responded beyond our expectations, which gives us security.”

—Nelson González Moreno, data center service manager, Binaria, Chile

“ With our recent IBM software upgrade project, we were able to call on the right mix of key IBM resources when we needed them. The result was a successful migration with no interruption to the business.”

—Rob Livingstone, chief information officer, Ricoh, Australia

Get help when you need it (and before you need it)

IBM Software Premium Support Services offers close consultation and onsite support for your biggest IT challenges:

- Technical problems
- Technology deployments
- Upgrades
- Migrations

IBM Software Premium Support Services not only gives you the help you need immediately to reduce downtime in crucial situations, it also provides you with the best advice and training for your business to proactively help you guard against support emergencies.





Enhanced productivity: work smarter and get more done

“ IBM Software Premium Support Services works with us in understanding our infrastructure needs and our business requirements. This proactive help ensures that we make smarter business decisions and operate effectively.”

—Gary Leung, security infrastructure engineer, CIGNA, United States

“ We benefit from a direct contact with IBM through our premium support manager. This partnership helps us increase our productivity.”

—Laurent Levasseur, system and database administrator production team lead, ParuVendu, France

“ IBM Software Premium Support Services has provided us with timely access to information, which helps in our rollout decisions. This access also allows us to more easily traverse the many layers of the IBM organization.”

—Irwin Horowitz, systems specialist, BASF, United States

“ Our ability to utilize onsite service through our premium support manager has reduced our time to market for our internal customers, which allows us to deploy technologies in a more timely fashion.”

—Dale Cybela, lead architect, eFunds, United States

“ With an IBM [Software] Premium Support Services representative overseeing maintenance and fine-tuning, our employees are free to focus on core competencies, further heightening in-house productivity.”

—Thorsten Hankele, senior manager, VR Kreditwerk Hamburg–Schwäbisch Hall, Germany

“ For seven years, the IBM Software Premium Support Services program has helped us minimize the risks and the costs related to the operation and the growth of our software investments.”

—Louis Jutras, chief, Federation des Caisses Desjardins du Quebec, Canada



**“ IBM [Software] Premium Support [Services]
is the icing on the cake! It holds all the
layers together. ”**

— Carol Justice, IT director, URS, United States

For more information

Are you ready to have your own dedicated IBM support network? To learn more about IBM Software Premium Support Services, contact your local IBM representative, call 1 678 248-6596 or visit:

ibm.com/software/support/premium/

© Copyright IBM Corporation 2007

IBM Corporation
Software Group
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
09-07
All Rights Reserved

IBM, the IBM logo, Lotus, Lotus Notes, Notes and Workplace are trademarks of International Business Machines Corporation in the United States, other countries or both.

Other company, product and service names may be trademarks or service marks of others.

The information contained in this publication is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this publication, it is provided AS IS without warranty of any kind, express or implied. In addition, this information is based on IBM's current product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this publication or any other materials. Nothing contained in this publication is intended to, nor shall have the effect of, creating any warranties or representations from IBM or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.

