



IBM Software Group

SCP, TSAM, TPM and ISDM Customer Support

Focusing on ***Customer Success***

Cloud L2 SMEs

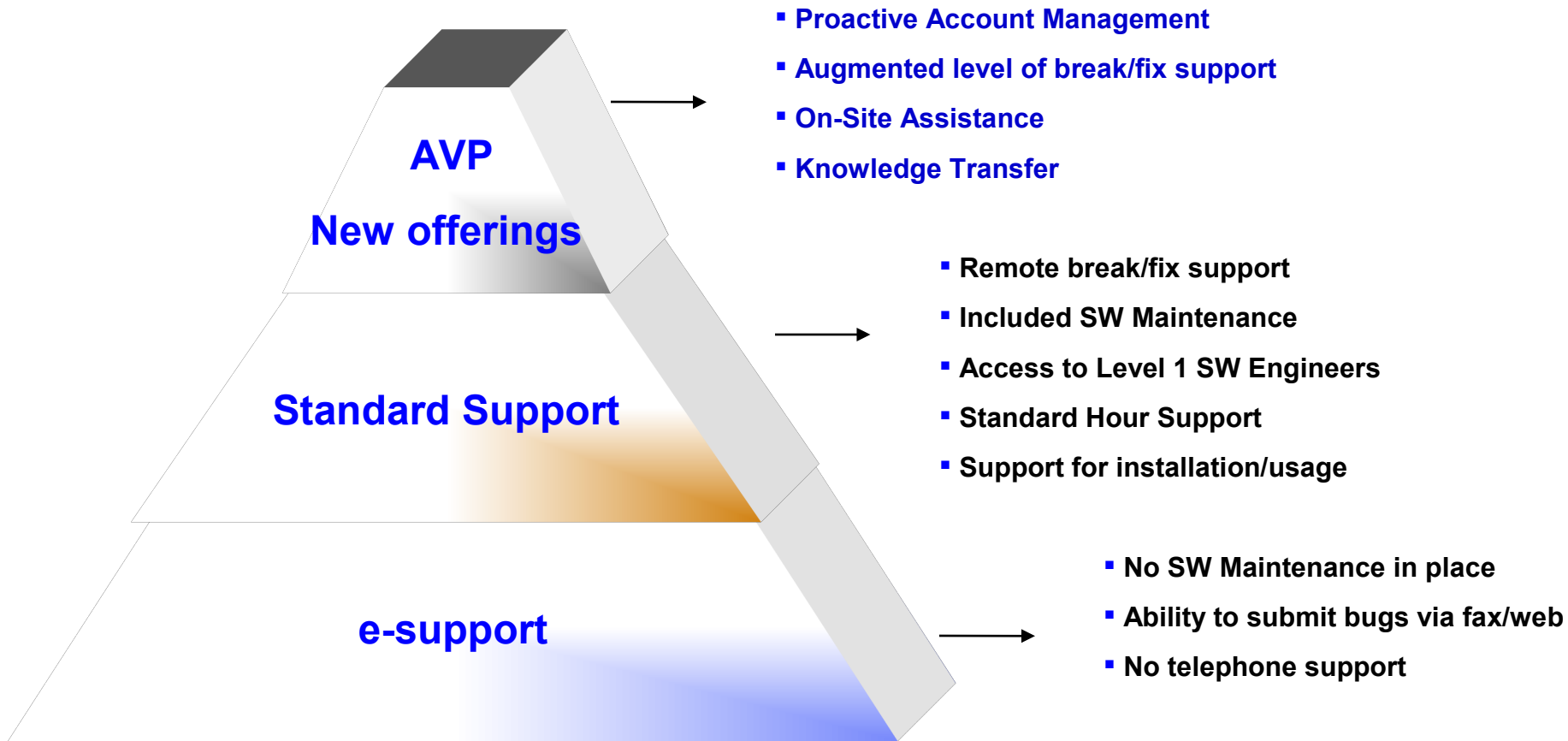
maria.sbriccoli@it.ibm.com

Agenda

- Customer Support Organization overview
- How to engage us
- Our “faces”



Customer Support Organization Overview



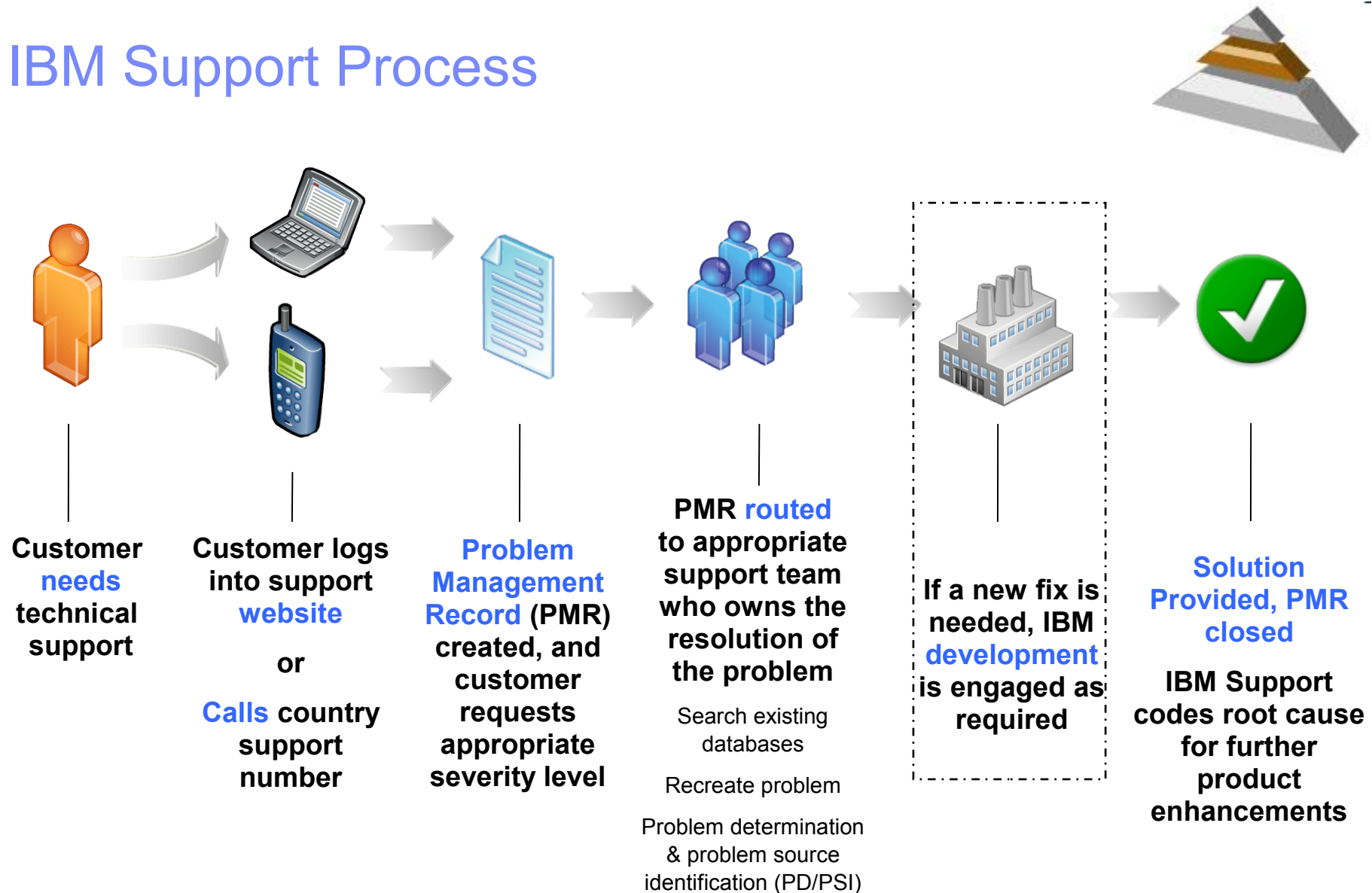
AVP is designed to build upon the support services offered via Enhanced Support

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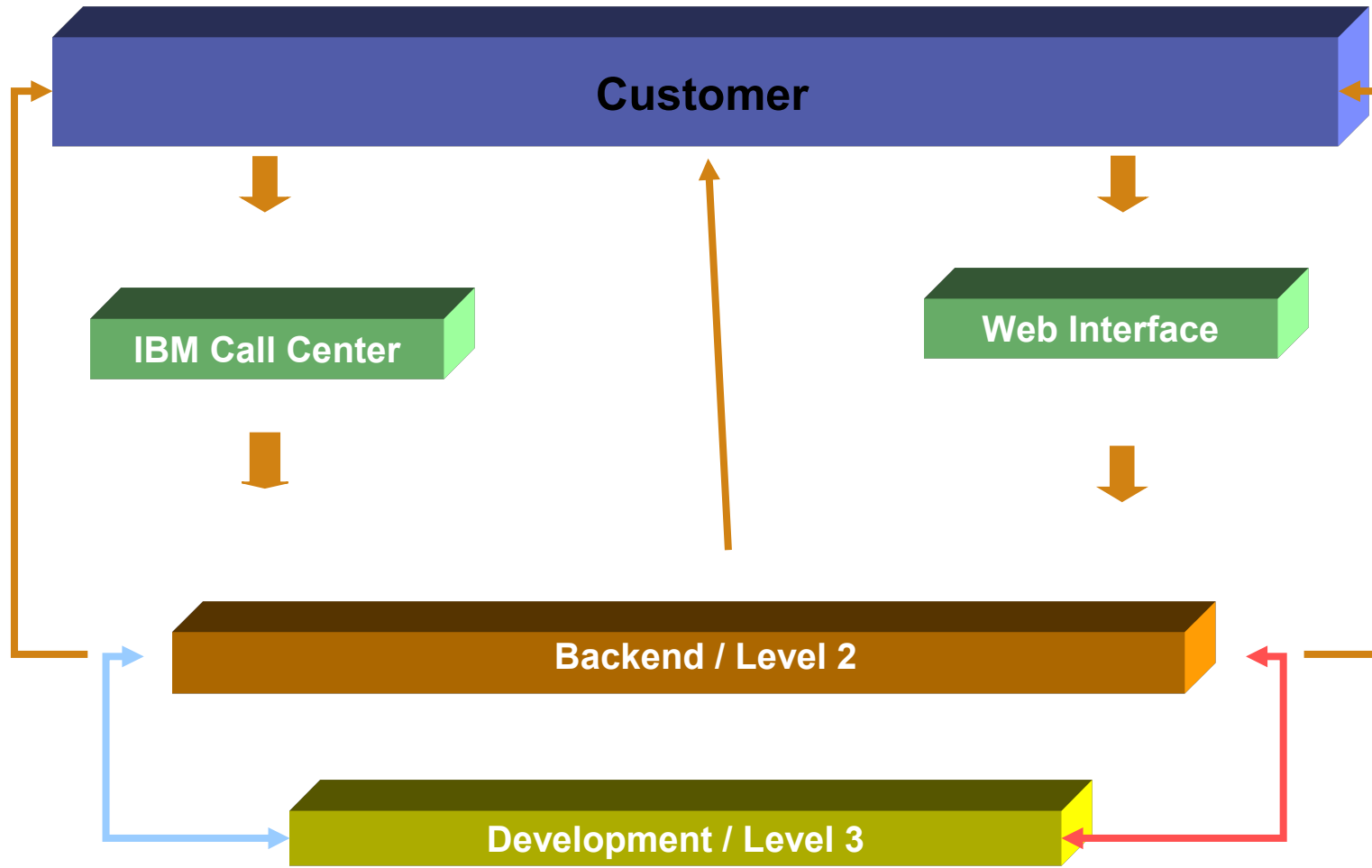
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IBM Support Process



IBM Problem-Handling Structure





PMR Severity Levels – Set by Customer

Severity	Business Impact	Response Goal
1	<u>Critical business impact</u> – this condition requires an immediate solution	Within 2 hours
2	<u>Significant business impact</u> – program is usable but severely limited	Within 4 business hours
3	<u>Some business impact</u> - program is usable but less significant features impacted	By the end of the next business day
4	<u>Minimal business impact</u> – problem causes little impact or a reasonable workaround is in place	By the end of the next business day

Severity 1 Issues will be worked 7 days a week / 24 hours a day jointly with clients.



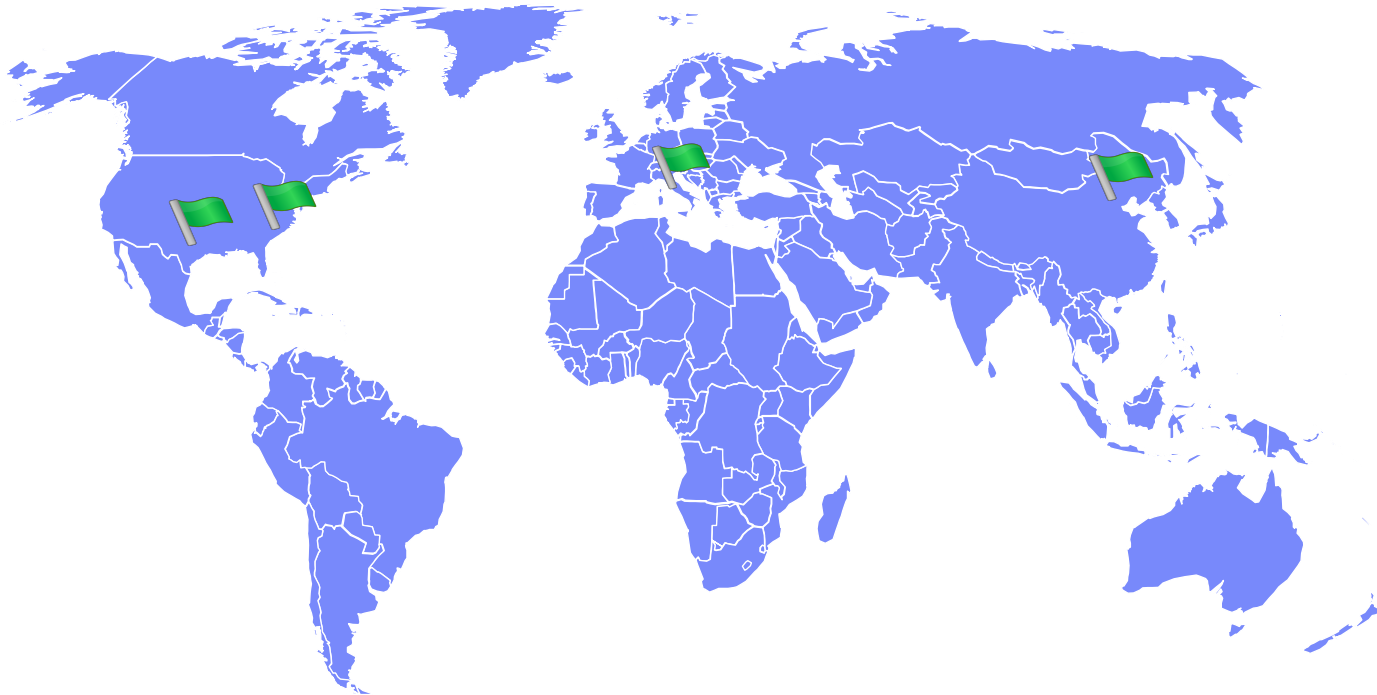
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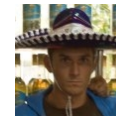
Where we are in the world

Austin, Raleigh, Rome, Beijing



TPM Team

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Thank You!

Grazie!

