

## SWG Premium Support on-site days usage by brand overview

Lotus	DB2	Rational	AIM	Tivoli
<b>Installation Service</b> <ul style="list-style-type: none"> <li>Installation and configuration of products</li> <li>Specific product feature implementation</li> </ul>	<b>Installation Service</b> <ul style="list-style-type: none"> <li>Installation and configuration of products</li> <li>Specific product feature implementation</li> </ul>	<b>Installation Service</b> <ul style="list-style-type: none"> <li>Check of environment and OS levels for installs</li> </ul>	<b>Installation Service</b> <ul style="list-style-type: none"> <li>Installation and configuration of products</li> <li>Installation of software fixes and patches</li> </ul>	<b>Installation Service</b> <ul style="list-style-type: none"> <li>Assist customer with installation and configuration of products</li> <li>Specific product feature implementation</li> </ul>
<b>Upgrade Assistance</b> <ul style="list-style-type: none"> <li>Assistance for planning and managing upgrades</li> <li>Design changes and updates to applications</li> </ul>	<b>Upgrade Assistance</b> <ul style="list-style-type: none"> <li>Assistance for planning and managing upgrades</li> <li>Design changes and updates to infrastructure</li> </ul>	<b>Upgrade Assistance</b> <ul style="list-style-type: none"> <li>Assistance for planning and managing upgrades</li> </ul>	<b>Upgrade Assistance</b> <ul style="list-style-type: none"> <li>Assistance for upgrades</li> </ul>	<b>Upgrade Assistance</b> <ul style="list-style-type: none"> <li>Assistance for planning and managing upgrades</li> <li>Design changes and updates to infrastructure</li> </ul>
<b>System Audits/Health checks</b> <ul style="list-style-type: none"> <li>Backup and recovery procedures</li> <li>Security precautions</li> <li>Performance analysis</li> <li>Performance tuning</li> </ul>	<b>IM Best Practices Assessment</b> <ul style="list-style-type: none"> <li>Assess the customer's implementation of IM products</li> <li>Address product, process, and organizational practices</li> <li>Identify product specific tasks and procedures that are characteristic of a successful solution</li> </ul>	<b>Skills Transfer</b> <ul style="list-style-type: none"> <li>One to one or small group discussion on the features and implementation of a specific product</li> <li>Knowledge assessment and recommendations for Administrators</li> </ul>	<b>Technical Site Audits</b> <ul style="list-style-type: none"> <li>Security checks</li> <li>Server health checks</li> </ul>	<b>Tivoli Assessment Program</b> <ul style="list-style-type: none"> <li>Assess the customer's implementation of Tivoli products</li> <li>Address product, process, and organizational practices.</li> <li>Identify product specific tasks and procedures that are characteristic of a successful solution</li> </ul>
<b>Knowledge Sharing</b> <ul style="list-style-type: none"> <li>One to one or small group discussion on the features and implementation of a specific product</li> <li>Knowledge assessment and recommendations for Administrators</li> </ul>	<b>Knowledge Sharing</b> <ul style="list-style-type: none"> <li>One to one or small group discussion on the features and implementation of a specific product</li> <li>Knowledge assessment and recommendations from our Global Response Teams</li> </ul>	<b>Onsite Workshops</b> <ul style="list-style-type: none"> <li>Bring a person or a group of people up to speed on a specific subject, technology or skills area</li> </ul>	<b>Onsite Workshops</b> <ul style="list-style-type: none"> <li>Help customer team to drive application deployments or upgrades</li> <li>Participate in testing activities</li> </ul>	<b>Onsite Workshops</b> <ul style="list-style-type: none"> <li>Bring a person or a group of people up to speed on a specific subject, technology or skills area</li> </ul>
<b>Onsite System Administration</b> <ul style="list-style-type: none"> <li>Advanced systems management for Lotus Software products</li> </ul>	<b>Onsite Workshops</b> <ul style="list-style-type: none"> <li>Bring a person or a group of people up to speed on a specific subject, technology or skills area</li> </ul>	<b>Goals and Planning</b> <ul style="list-style-type: none"> <li>Review and alignment of client goals</li> <li>Progress reviews</li> <li>Product futures talks</li> </ul>	<b>Knowledge Sharing</b> <ul style="list-style-type: none"> <li>Knowledge sharing and skill development sessions</li> <li>Work sessions to review and plan for problem prevention</li> </ul>	<b>Knowledge Sharing</b> <ul style="list-style-type: none"> <li>Knowledge assessment and recommendations from our Global Response Teams</li> </ul>
<b>Advanced Troubleshooting</b> <ul style="list-style-type: none"> <li>Disaster recovery</li> </ul>	<b>Onsite System Administration</b> <ul style="list-style-type: none"> <li>Assessment of systems mgmt for IM Software</li> </ul>		<b>Advanced Troubleshooting</b> <ul style="list-style-type: none"> <li>Troubleshooting and problem identification related to AIM software installed</li> </ul>	<b>Advanced Troubleshooting</b> <ul style="list-style-type: none"> <li>Disaster recovery</li> </ul>
<b>Application Review</b>	<b>Advanced Troubleshooting</b> <ul style="list-style-type: none"> <li>Disaster recovery</li> </ul>			<b>Onsite System Administration</b> <ul style="list-style-type: none"> <li>Assessment of systems mgmt for Tivoli Software</li> </ul>

