

Enhance Your Use of IBM Lotus Software Premium Support for SMB



Highlights

- **Speed your software implementation and help to reduce system down time**
- **Build the intellectual assets of your organization**
- **Empower your IT team to function more efficiently and deliver results**

IBM Software Premium Support

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

- Complements software maintenance
- Provides value to you through customized premium support

Your personalized relationship with our support organization will be managed by your assigned Premium Support Manager as well as through your access to IBM Workplace for Customer Support.

Premium Support Manager (PSM) is your Single Point of Contact

- Assists in planning environment changes
- Communication with key contacts
- Advises of newly discovered problems and how to avoid them
- Acts as the technical representative for critical issues and situations

Access to IBM Workplace for Customer Support

For our Premium Support customers' technical support information needs, this tool will provide:

- Personalization
- Customization
- Proactive Filtration

As a Premium Support user, you can further customize your experience in IBM Workplace for Customer Support by choosing to show the information you want.

Our ability to tie products and product versions to associated problem reports and other content is a huge value-add to our Premium Support community.

IBM Software Premium Support for SMB is intended to create value for you to in the following ways:

- Coach you to make fewer errors, create fewer problems
- Access to alerts on newly discovered problems and information on how to avoid them
- On-site Support Services engagements are used for such things as system health checks, upgrade assistance, etc.
- Access to "draft" technical documentation, which is the latest technical information prior to general publication
- Match expertise to the need
- Work with our technically senior support engineers to resolve your reported issues
- Coach customers in how to triage problems knowledgeably and efficiently
- Provide enablement and assistance on your IBM infrastructure covered by this program
- Identify opportunities to advance technical skills of your IT staff

For questions – call 678.248.6596
Email software_premium_support@us.ibm.com

Visit
<http://www.ibm.com/software/support/premium/>

List of Deliverables:

- PSM Time (10 days)
- Access to IWCS
- 2 Advanced Named Callers
- 1 On-site Services Engagement (2 Days/16 Hours in length)
- Knowledge Sharing Activities

© Copyright 2006 IBM Corporation

IBM Corporation
Software Group
Route 100
Somers, NY 10589
Produced in the United States of America

06-06

All Rights Reserved

IBM, the IBM logo and Lotus 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 registered trademarks or service marks of others.

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.

All statements regarding IBM future direction or intent are subject to change or withdrawal without notice and represent goals and objectives only. ALL INFORMATION IS PROVIDED ON AN "AS-IS" BASIS, WITHOUT ANY WARRANTY OF ANY KIND.

The IBM home page on the Internet can be found at ibm.com

