How to reach IBM for support
Lotus Customer Support

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Customer support and contact information

Support can be called on for all business as usual post-sales support requests.

The purpose of the Customer Support Team is to provide the technical resources required for successful implementation and usage of our software products. It is our goal to achieve a level of support excellence that exceeds our customers' expectations and differentiates IBM in the marketplace.

What does support do?

1 Resolves technical issues encountered by customers when using IBM Software products within targeted guidelines.

1 Provide ongoing communication regarding problem status through to problem resolution.

1 Provide a defined escalation process when support management assistance or on-site assistance is required.

1 Customer reporting to assist in the proactive management and prioritisation of reported customer problems.

1 Provide electronic access to problem records and additional electronic resources to assist successful deployment of our software at: ibm.com/software/support

Terminology

APAR – Authorised Program Analysis Report
A record which describes the product defect and includes symptoms, workarounds, and fixes available for patches or plans for future fixes.

Authorised Caller
The official customer representative who is registered as authorised to call in to IBM support – also known as the Named Caller.

CMT – Complaint Management Tool
Internal system IBM tracks complaints or critical situations

ESR – Electronic Service Request
An IBM external Web site enabling your Authorised Caller to submit, view and update PMR's. Also
used by STCs to update callers.

ICN – IBM Customer Number
Your identification number to access support.

PMR – Problem Management Record
A reference number referring to a single problem or issue.

STC – Site Technical Contact
A customer contact for a particular site that is responsible for maintaining the list of Authorised/Named callers.

EMEA Support Model: ONE TEAM

Level 1

Located in Country

Provide local language support

Support & Problem Resolution for Lotus Products

Escalation to Level 2

Lotus EMEA Advanced Customer Support – Level 2

Located in Dublin

Advanced Support & Problem Resolution for supported Product Set

Provide support in English only

Direct Entry Point for Premium Support Customers

Deliver Education to Level 1

Escalation to Level 3

Overview of Dublin Support Organization

- Established in Dublin in 2000
- Covers Europe, Middle East and Africa
- Approx 90 Employees
- Approx 80 Support Software Engineers
- Languages: English only
- Supported Products:
  - Notes/Domino
  - Sametime
  - Quickr (Domino & Portal)
  - Connections
  - Websphere Portal & Content Management
  - eLearning

Dublin Support Capabilities

Pro Active Services

- Education on Must Gather Data Collection
- Knowledge Management (creation of Technotes, Whitepapers, Redbooks)
- Diagnostics Tool for Domino server crash analysis
- On Site Assistance (subject to availability of resources)

Re Active Services

- PMR resolution
- Remote "onsite" assitance (Assist On Site)
- Knowledge Management

Complaints

How do you escalate an issue or open a complaint?

Contact any IBM representative with details of your dissatisfaction. He/she can make sure this is recorded and formally dealt with through our Complaint Management Process.

When should you escalate?

When a problem with a product, process or IBM employee has not been resolved through business-as-usual processes and you wish to raise the visibility. Or when an IBM commitment or promise has been made but not delivered.

Cross Brand Support

Todays Environments are very complex
Your IBM SW Stack consists of multi-brand products

E.g. Lotus Quickr

Websphere Application Server

DB2

[Tivoli Access Manager]

Websphere Portal

Lotus Quickr

WebSphere

Information Management

Tivoli.

Lotus.

Lotus.

IBM Support Teams collaborate as required to deliver Support
Collaboration Center Team assists with X-brand product problem investigation

Resources available
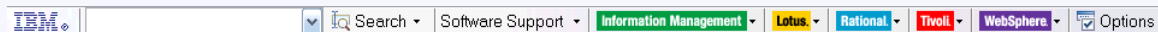
End of support life cycle and policy:

http://ibm.com/software/info/supportlifecycle

SR – read and manage PMRs:

http://www.ibm.com/support/servicerequest

IBM Support Toolbar:

http://www-01.ibm.com/software/support/toolbar/

Self-help resources

How do you find the following?

- Technotes and APARs?

- Download Patches and Upgrades?

- Many other useful links:

  o Automatic Language translation

  o Personalised Web views

  o Enhanced functionality

Go to   **ibm.com**/software/lotus/support/

How can you receive alerts of recently published support

documents on ibm.com?

ibm.com/software/support/

Click Register in top right corner to create a login id, then

select "My Support" to create your profile.

The Customer Support Handbook

Contains everything you need to know about support,

including policies and contacts and can be found at:

techsupport.services.ibm.com/guides/handbook.htm

Any questions concerning accessing the Passport Advantage

Customer Site or Passport Advantage Services should be e-

mailed to:

PAlogin@ie.ibm.com

Alternatively, you can telephone your local eCare

helpdesk on the numbers listed here:

ibm.com/software/howtobuy/passportadvantage/paocust

omer/docs/en_US/ecare.html

Enhancement Requests

For Portal and Quickr J2EE

Work with your IBM software representative to establish Business Requirements for the new Feature

Your IBM software representative will submit the Request

For Domino, Quickr Domino, Sametime, Connections

You can request an enhancement directly to developmet by opening a support incident

ISSL services for WebSphere Portal and Web Content Management

Service Offerings and Tools
- WebSphere Portal Upgrade Assessment
- WebSphere Portal Architecture Workshop
- BEA WebLogic Portal to WebSphere Portal Migration Assessment
- WebSphere Portal Health Check
- IBM Workplace Web Content Management Migration Assessment
- IBM Lotus Web Content Management Readiness Workshop
- Web Content Management Health Check
- WCM Syndication Monitoring and Reporting Tool
- Optimizing Portal Administration tools

ISSL Assets

WCM Multilingual Reference Implementation
- Designed to help customers manage multiple-language Web sites using a WCM-based solution.

Performance Optimization for Web Content
- Accelerate the performance of a customer's current LWCM deployment, and free up server capacity, through the implementation of a specific caching regime and supporting caching infrastructure.

IBM Software Accelerated Value Program Mission:

To unlock the value of your IBM software investment by delivering enhanced technical advisory offerings to maximize your ROI.

For more Info: www.ibm.com/software/lotus/services

Education – Instructor-Led Classroom and Online
- IBM WebSphere Portal V6.1 Application Development 1 and 2
- IBM WebSphere Portal V6.1 System Administration 1 and 2

For more info: http://www-01.ibm.com/software/lotus/training/portalofferings.html

IBM PREMIUM SUPPORT SERVICES

What

Planning & Technical Preparation
- *Assist with Skills Assessment*
- *Develop Gap Analysis*
- *Develop Training & Education Plan*
- *Deployment Plan Validation*
- *Best Practices Research*

Initial Deployment
- *Installation Guidance*
- *Configuration Guidance*
- *Interoperability Research*
- *Project Management*

Growth
- *Architecture Investigation*
- *Best Practices Knowledge Sharing**
- *Performance Tuning Research*
- *Proactive Problem Avoidance*

Operational Efficiency & Optimization
- *Best Practices Knowledge Sharing**
- *Trend Analysis*
- *Proactive Fix Monitoring*
- *Quarterly Operational Reviews*
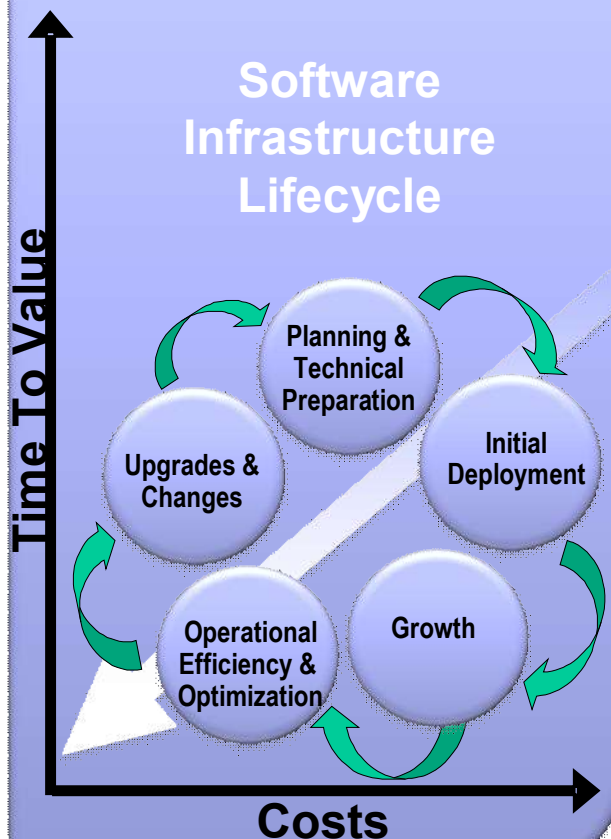- *Availability Research*

Upgrades & Changes
- *Change Assessment Analysis*
- *Proactive Fix Monitoring**
- *Interoperability Research**
- *New Release Benefits Research*
- *New Release Training*
- *Testing Guidance*
- *Project Management**
- *Feature Request Research*
- *Beta Management*

* task repeated

Why

Software Infrastructure Lifecycle

Time To Value

Costs

- Planning & Technical Preparation
- Initial Deployment
- Growth
- Operational Efficiency & Optimization
- Upgrades & Changes

How

- **Single Point of Contact**
- **Programmatic Knowledge Sharing**
- **Proactive Problem Avoidance**
- **Operational Guidance & Assistance**