



Improve your support
journey today



IBM Analytics

New Platform Support Offerings

More access to our IBM experts means more focus on your business. With Enhanced or Premier Support, get more out of your IBM Support for Data Science and Business Analytics, Unified Governance and Integration, and Hybrid Data Management Platform offerings.

Enhanced Support

For clients with evolving, complex business environments with critical 24x7 operations

- Priority “Front of the Line” access for all cases
- Faster response for Critical Severity 1 issues
- Chat with the Lab sessions
- Virtual training classes
- Remote consulting hours

Premier Support

For clients with large, demanding environments with innovative solutions where downtime has major impact

All Enhanced Support deliverables, plus:

- Fastest Severity 1 response
- Assigned Premier Support Consultant for personalized advice and best practices
- Comprehensive virtual training suite
- On-site consulting days
- Personalized executive business and product roadmap reviews

To purchase Enhanced or Premier Support, contact your IBM Sales Representative



IBM Analytics Platform Support Offerings Summary

SUPPORT FEATURE	DIGITAL SUPPORT	BASIC SUPPORT	ENHANCED SUPPORT	PREMIER SUPPORT
Self help powered by Watson	✓	✓	✓	✓
Industry-led Communities	✓	✓	✓	✓
Usage Support and Known Defect Fixes with Cognitive Care Dashboard		✓	✓	✓
New Defect Fixes		✓	✓	✓
Welcome/Kick-Off Meeting			✓ Remote	✓ Onsite
Support Response to Severity 1 Critical Incidents		2 Hours	1 Hour	15 mins
“Front of the Line” Priority Access for all Cases			✓	✓
Quarterly Executive & Product Roadmap Reviews			✓ (Group Event)	✓ (Personalized)
Education, Self Paced Virtual Courses			5	10
Chat with the Lab Office Hours			1 per Quarter	6 per Quarter
Advisory, Health Check, & Deployment Services			4 Remote Hours	5 Onsite Days
Premier Support Consultant (remote) Personalized, Perpetual, Proactive Advice and Best Practices, Business Review and Issue Assistance				✓