

IBM Software Accelerated Value Program

A trusted advisory service to accelerate your business success



Highlights

- Enhance the client experience through a proactive and personalized engagement.
 - Minimize risks of system downtime by providing proactive services to optimize your environment.
 - Provide fast access to highly skilled technical resources, to increase the effectiveness of your team.
 - Increase your return on investment by ensuring successful software adoption.
-

You invested in IBM software to meet your business needs by identifying the challenges that your company faces and the capabilities that would address those needs. With the help of an IBM sales representative, you selected a combination of products that would help your business become more efficient, cost-effective and competitive in the marketplace. Now, you are ready to deploy your software, accelerate adoption and meet challenges as they arise, even before they appear so that your employees can be successful and your business can grow.

With an assigned trusted advisor and dedicated partnership, the IBM® Software Accelerated Value team enhances your client experience. It provides a proactive engagement that helps address your needs in a timely, professional manner and helps deploy and extend your software capabilities in the most efficient way.

Why the Accelerated Value Program?

The IBM Software Accelerated Value Program has many years of experience helping clients to achieve maximum value from their IBM software purchase by accelerating deployment, efficiently gaining employee adoption and optimizing a steady-state environment. Whether you are using a single product or any combination of IBM software products, our team of experts can provide you with a single point of contact for escalations, accountability and integration of your software solutions. The Accelerated Value Program helps clients accelerate time-to-value and lower the costs of managing their IT infrastructure.

You are assigned an Accelerated Value Leader and can choose to add coverage for an Accelerated Value Specialist, who has deep technical skills, for each of your technology areas. Both individuals work with you to ensure that you achieve the most value from your software investment by providing several essential services.



Essential services offered by the Accelerated Value Program

Key benefit	How services are delivered
Direct relationship and trusted advisor	<ul style="list-style-type: none"> • Provides remote and onsite services, depending on coverage selection • Leverages a valuable long-term partnership • Understands your key business goals, drivers and challenges • Advocates ways that the client can use its investment in IBM software • Facilitates across business or organization unit communication barriers
Proactive services	<ul style="list-style-type: none"> • Recommends performance improvements • Advises on upgrades, fixes and rapid workarounds • Advises on proactive maintenance, fixes and patch strategies • Removes barriers to software adoption • Assists with preparatory work to ensure smooth migrations
Single escalation point	<ul style="list-style-type: none"> • Serves as a primary escalation point for all support and critical situations • Uses direct access to the support and development labs
Priority call handling	<ul style="list-style-type: none"> • Access to priority queues in IBM Support Centers • Identifies problems as belonging to an Accelerated Value client • Assigns problem management records (PMRs) to most senior technical analysts • Notifies the Accelerated Value Leader when new issues are opened
Optimal performance through personalized knowledge transfer	<ul style="list-style-type: none"> • Pushes personalized environment-specific technical content • Provides diagnostic guidance for problem resolution • Provides technical staff coaching and onsite workshops* • Equips you with elite features in the IBM Support Portal • Arranges periodic invitations to webinars
Third-party vendor relationships	<ul style="list-style-type: none"> • Helps coordinate third-party vendor troubleshooting • Troubleshoots the root cause of pending software issues
Knowledge of your environment	<ul style="list-style-type: none"> • Expedites troubleshooting with environment knowledge
Onsite engagements*	<ul style="list-style-type: none"> • Administers assistance with installation, configuration or implementation of product features or solutions • Provides advanced troubleshooting • Assists with backup and recovery services • Identifies skill gaps, risks and dependencies
Emergency onsite assistance*	<ul style="list-style-type: none"> • If a business-critical (severity 1) problem occurs, makes efforts to deploy a subject matter expert to your site within 24 hours.

For more information

To learn more about how IBM can create a customized Accelerated Value Program offering to meet your needs, see ibm.com/software/support/acceleratedvalue or contact us by sending email to software_accelerated_value@us.ibm.com.

Additionally, IBM Global Financing can help you acquire the software capabilities that your business needs in the most cost-effective and strategic way possible. We'll partner with credit-qualified clients to customize a financing solution to suit your business and development goals, enable effective cash management, and improve your total cost of ownership. Fund your critical IT investment and propel your business forward with IBM Global Financing. For more information, visit: ibm.com/financing



© Copyright IBM Corporation 2013

IBM Corporation
Software Group
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
September 2013

IBM, the IBM logo, and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at ibm.com/legal/copytrade.shtml

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

* Available as an uplift.



Please Recycle