IBM Accelerated Value Program

Proactively accelerate your business success with fast, personalized access to designated experts

Highlights

Enhances your business success through a personalized engagement

Minimizes the risk of unplanned system downtime

Provides fast access to highly skilled technical resources

Increases your ROI by facilitating successful solution adoption

To grow and compete, today's organizations must optimize application availability and performance.

Companies need to meet challenges not just as they arise but even before they appear. Yet applications become outdated and still need support. Unresolved problems pile up along with budget constraints and gaps in in-house IT skills. Companies can't afford unplanned downtime and need to trust that their upgrade planning and execution are in the hands of experts. But many organizations lack a single point of contact for support and a trusted advisor for their critical business applications.

IBM® Technology Lifecycle Services offers the IBM Accelerated Value Program, a premium suite of customizable support services to help organizations achieve their business goals. The personalized program matches you with experts who build a deep understanding of your environment. By designating IBM leaders for your support needs and proactively identifying areas for improvement, the IBM Accelerated Value Program helps you enhance application availability and performance. Rather than offering a one-size-fits-all approach to technical support, IBM experts holistically examine your particular challenges and dive in to help you drive better outcomes.

Enhance your business success through a personalized engagement

Our experts offer a personalized service that meets you where you are and focuses on your desired business outcomes. Based on your industry, timing, upgrade needs and more, you can select among the program's service offerings: the traditional IBM Accelerated Value Program, IBM Accelerated Value Program Assist, IBM Accelerated Value Program Upgrade Bridge and IBM Accelerated Value Program Prequalification of Data Support Services. For instance, the traditional program is a technical advisory service that offers support on current release levels for applications. Technical experts maintain and keep existing IT environments stable and performing optimally.

The IBM Accelerated Value Program Assist provides support for your end-of-support applications when support extensions, fixes and patches are no longer available. And when you lack the necessary technical expertise to upgrade software, the IBM Accelerated Value Program Upgrade Bridge service can provide a support bridge until you're ready to upgrade. Service experts can then offer expertise and help keep your project on schedule. Both the IBM Accelerated Value Program Assist and IBM Accelerated Value Program Upgrade Bridge services feature personalized attention from a specialist who acts as your technical representative for critical issues and situations. Finally, you can choose IBM Accelerated Value Program Prequalification of Data Support services to detect and anonymize personal information in data files before sending them to support for problem analysis.

Minimize the risk of unplanned system downtime

The IBM Accelerated Value Program provides a dedicated one-stop IT support shop to help keep your workloads running everywhere. The service optimizes availability and application performance on current release levels, focusing on proactive support and problem management. If an incident does occur, IBM service experts react quickly to minimize application downtime.

The program is designed to reduce unplanned outages and prevent incidents through proactive detection, ticketing, automated updates and notifications. The IBM Accelerated Value Program service focuses on problem prevention, with experts researching and recommending solutions and implementing fixes or workarounds.

Get fast access to highly skilled technical resources

With the IBM Accelerated Value Program, you have direct access to highly technical IBM subject matter experts who are dedicated not only to client support but to client success. They can maintain your IT environments and keep them stable and performing optimally. A dedicated IBM Accelerated Value Program availability leader can act as an extension to your IT staff to help resolve problems, provide usage support and transfer skills knowledge. When you have a question, you don't need to open a trouble ticket or wait for a callback. Simply call your single point of contact directly and get an answer. When an issue arises, your availability leader will analyze your products and platforms and then get to work addressing them. Exceptional client service can keep your business running smoothly.

The service is also advantageous during an integration—a complex endeavor, especially in a hybrid cloud environment. Experts provide data-driven, insightful analysis to optimize your hybrid cloud environment, identify interdependencies and work with you to create a lifecycle roadmap. The IBM Accelerated Value Program offers access to IBM's deep industry expertise along with remote and field service support representing over 175 industry certifications.Designated experts can handle the bulk of your planning, whether it involves integrating or upgrading the infrastructure or preparing for peak loads during critical events. The IBM team of highly skilled technical experts can augment your employees' existing skills and provide solid advice, assistance and support based on their expertise and your organization's individual needs.

You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoohtly 24x7

Increase your ROI by facilitating successful solution adoption
The IBM Accelerated Value Program is a technical advisory service designed to optimize the return on your IT investment. The IBM team of experts delivers a combination of services that help organizations excel in product adoption, upgrade assistance and migration readiness. Through innovation and a laser focus on problem prevention and continuous operational improvement, the program helps you identify and address skills gaps in in-house IT resources and provides training and skills augmentation.

Customizable, flexible services let you pay for only what you need, with prices based on business outcomes rather than inventory. Consider the cost of an outage to your business. The IBM Accelerated Value Program helps you plan and anticipate issues to avoid and minimize problems, and realize business results.

Conclusion
Managing enterprise applications and consistently maintaining high availability for mission-critical workloads can be challenging. The IBM Accelerated Value Program offers a proactive engagement with personalized services focused on your strategic goals and business outcomes. Choose among the premium services to meet your needs. IBM subject matter experts meet you where you are and where you're headed, with the option for flexible 24x7 hardware support for IBM and multivendor systems.

Why IBM Technology Lifecycle Services?
IBM Technology Lifecycle Services professionals have decades of expertise in the technology industry. Our experts support over 30,000 IBM and other original equipment manufacturer hardware and software products. IBM's worldwide reach allows us to deliver a holistic set of hardware and software support services that help identify dependencies across your IT portfolio. IBM's proven history of service, technical support and reliability, combined with access to IBM product development and engineering labs, helps provide efficient advice and problem-solving. You can count on IBM Technology Lifecycle Services to keep your mission-critical systems running smoothly 24x7.

For more information
To learn more about IBM Accelerated Value Program, please contact your IBM representative or IBM Business Partner®, or visit ibm.com/services/technology-lifecycle-services

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