

# Upgrade Bridge service



Organizations delay or postpone their software upgrades for a variety of reasons including skills gaps, the risk factor, or simply finding the time to start the process. This results in businesses being run on older or unsupported versions of the software. Staying on an unsupported version heightens risk, as Clients will not have access to IBM's world class support services even during a critical outage. This is where IBM's Upgrade Bridge Support provides a compelling option.

For instance, Quickr for Domino and Quickr for Portal v8.5 will be going End of Support (EOS) in September 2016. This offering is available to organizations planning to migrate from Quickr to IBM Connections, and who maintain a software maintenance agreement.



## Named Account Manager

Provides a pre-assigned support account manager (IBM Accelerated Value Leader) to track, report and expedite reported problems



## Fast track problem resolution

Provides a special IBM Customer Number to be used to fast-track and prioritize problems reported with the EOS release



## Transition to supported version

Preserves access to existing software patches

Advises on stabilizing the current environment until an upgrade can be completed

Upgrade bridge allows a client to extend support past the software End of Service date. It preserves web and phone-based remote technical support helping our Clients cross the bridge from an unsupported to a supported IBM software release. Further it facilitates improved incident responsiveness and resolution with Priority Incident Handling to help you stay on track.