You want to get the most out of your investment with IBM® MaaS360® with Watson®. We hope to put you in the driver’s seat by giving you all the side to help you achieve everything you want with endpoint and mobile management. 24 hours a day, 365 days a year.

SUPPORT

Where to go when challenges arise

You encounter hurdles every day. Whether you prefer to get help over the phone, via chat, by email, searching a knowledge base, or engaging other IT pros, the MaaS360 team has assembled the right people and resources for you.

CONNECTING WITH SUPPORT

TRULY: Dial up our certified experts any time, day or night, to quickly get back on track with whatever you were doing.
US: (800) 440-7016
UK: (800) 085-3140
France: (800) 944-304
International Toll: (215) 664-1615
India: (800) 440-7016
New Zealand: (050) 861-7047
Australia: (800) 713-826

CHAT: Prefer to type? Conveniently chat with our experts! Visit ibm.com/maas360 or log in to the MaaS360 portal to get started.

EMAIL: Create a ticket by sending a note to support@maas360.ibm.com—just include your account number and your question.

FORUM: Build mindshare and solve problems on IBM developerWorks®—a community-based experience for sharing with and learning from other IT pros and MaaS360 product experts.

SELF-PACED LEARNING

On-demand resources

Beyondersupport, we’ve got you covered

Organizations have different challenges and goals. MaaS360 is ready to go above and beyond to get you where you need to be. Achieve a faster time to value on your mobile investment by bringing in experts who have actually done this before—and who can provide a clear vision to your mobile strategy and guide the project to success.

ADVISOR ON-DEMAND: Get up to 20 hours of a MaaS360 consultant’s time. They will work with you hand-in-hand to ensure that you achieve your top objectives.

MOBILITY WORKSHOP: Two-day, curriculum-based training workshop designed to increase the skills of your help desk, operations team and administrators.

HEALTH CHECK ASSESSMENT: One-day assessment (report, scorecard and recommendations) of your current deployment against your use cases, future goals and industry best practices.

Addition information about MaaS360 services can be found here.

Direct links to service and support pages:
- SUPPORT PAGE
- IBM SECURITY LEARNING ACADEMY
- KNOWLEDGE CENTER
- SECURITY INTELLIGENCE
- DEVELOPERS SERVICES
- NO-CHARGE TRIAL

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