

IBM Connections Cloud Priority Support



Are you moving to or already in IBM Connections Cloud?

- Are you looking to improve your support experience?
- Are you interested in expedited issue resolution ?
- Are you ready to meet the high service level expectations of your business in the 'always on' cloud world?

IBM Connections Cloud Priority Support delivers personalized, proactive support, and faster response for issues experienced with IBM Connections Cloud.



Fast response time
30 minutes sev 1
60 minutes sev 2

Priority handling
through senior IBM
Support engineers

Service-level response
targets, based on level
of severity, with a
predictable,
repeatable support
experience

Simplified offering
priced as a
monthly
subscription

Expert troubleshooting
support by phone 24 x 5
for all severity issues &
24x7 for severity 1 issues

Using Priority Support helps to ensure a faster and more responsive level of support and guidance for IBM Connections Cloud.

Capitalize on your investment in IBM Connections Cloud with improved support experience

With Priority Support, your ticket or support call is put to the front of the line, so you get help when you need it most. It is a cost-effective add-on to your Connections Cloud subscription that will not only save you time, but also your sanity.

Priority Support provides a highly personalized level of service for customers seeking technical help. Customers that do not choose to add Priority Support to their services will continue to have access to our standard support, offered at no additional charge.

Benefit from the next level in support with IBM Connections Cloud Priority Support

Benefit from faster problem resolution, and gain preferred access to IBM product knowledge. Keep your systems running predictably, minimize disruption and deliver a clear competitive advantage to your business.