

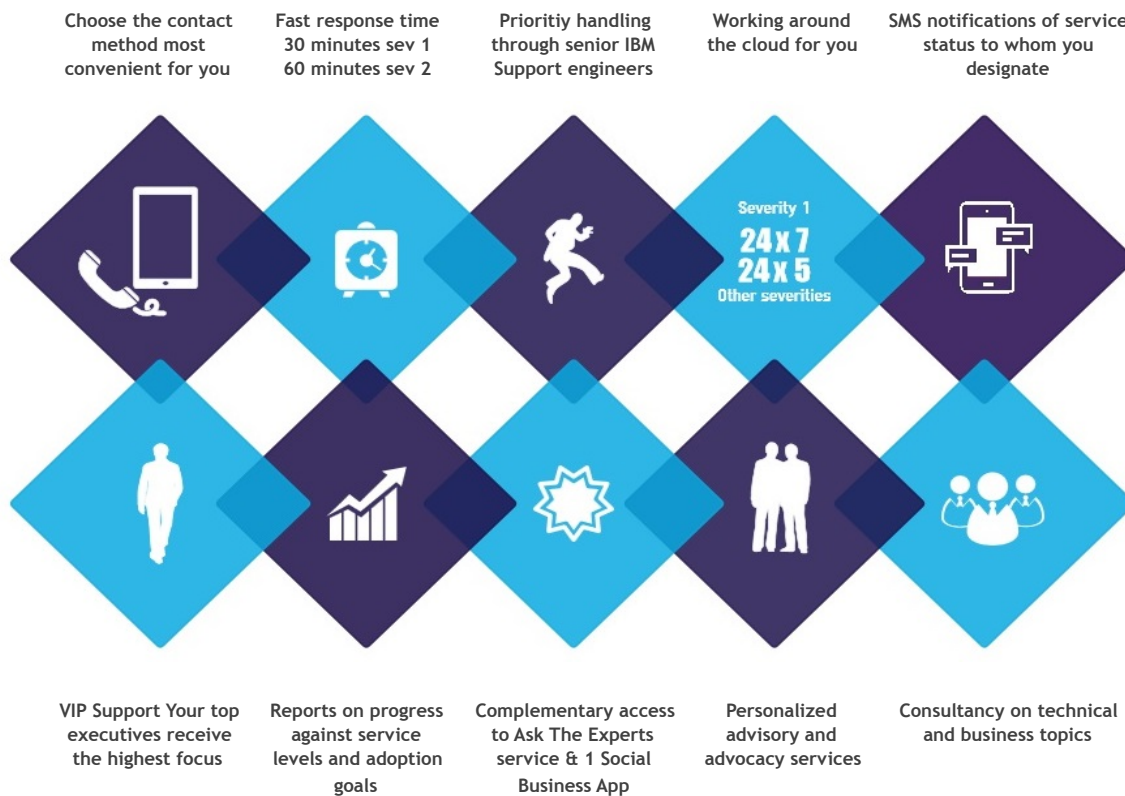
IBM Collaboration Solutions Cloud Premier Support



Are you moving to or already in the Cloud?

- Are you aware of collaboration practices to increase your workforce efficiency?
- Are the best features of your cloud-based collaboration tools supporting your business?
- Are your top VIPs attended to with the highest priority when they need support?
- Are you ready to meet the high service level expectations of your business in the 'always on' cloud world?

IBM Connections Cloud Premier Support provides a suite of targeted, pro-active services to ensure cloud-based collaboration services meet your high expectations and facilitate your focus on strategic imperatives.



Stay focused on the business through leveraging our priority service and experienced collaboration guidance. As your assigned Premier Support Manager (PSM) becomes familiar with your specific needs and priorities, he will harvest IBM's collective experience to improve the value achieved from our Cloud platform. He will guide on smart use of the service, share best practices and provide adoption insight. Your PSM will also act for a rapid and focused recovery when issues occur so you don't have to

To learn more write to : ics-services-offerings <icsso@us.ibm.com>