

IBM Expertise Connect for Data and AI

Expertise Connect

Proactive, pre- and post-deployment, development and operational subscription services, delivered by assigned expert resources, to help clients achieve benefits and value from their business solutions quicker than they would on their own.

Expertise Connect is for Clients engaged in developing, deploying, migrating and managing solutions use IBM Data and AI technologies.

IBM technology experts serve as extended member of client teams offering expert advice, guidance and pro-active support to client solutions, projects and operations.

Technical advice

Customized to help clients accelerate adoption, improve productivity, maximize ROI and experience the full benefit of their IBM business solutions, while building staff expertise.

Ongoing lifecycle services

For reliable continuous deployments, and guidance on evolving best practices across the lifecycle, to improve solution capabilities, performance, stability and reduce risk.

Expertise Connect – Who is it for?

Do It Myself

Access to IBM Subject Matter Experts (SMEs) to help you develop in-house skills when building on or deploying a new technology for the first time.

IBM Help Me Do It

Access to IBM SMEs to provide guidance and help mentor your teams throughout the life-cycle of your solutions, including design, development, deployment and maintenance outside of an active engagement with IBM.

Typical Client Profiles

- Clients desiring expert guidance achieving their digital transformation strategy
- Building new solutions using IBM Data and AI technologies
- Expanding existing solutions with new capabilities and technologies
- Migrating a solution to new technologies and environments
- Deploying a new solution or technology for the first time
- Looking for SMEs to help mentor staff to build local skills and support development/operations
- Looking to reduce operational and business risk through application of subject matter expertise
- Clients spinning up new teams that will be working with IBM Data and AI technologies for the first time

Dedicated technical partner

Expertise Connect provides trusted advisors to work with you on a short or long-term basis to help:

- Improve time-to-value for implementation of new technologies and solutions
- Minimize implementation and operational cost and risk
- Develop your skills and self-sufficiency
- Assist with maximizing your team's efficiency and productivity

Covered disciplines and subject areas:

- Strategy
- Architecture
- Design
- Installation and Configuration guidance
- Build, test and deploy
- Deployment
- Performance tuning
- Diagnostics
- Application support and maintenance
- System operation
- Software upgrades
- Data and workload migration



Key Features and Capabilities

Self-Service Features

- Unlimited Q&A with technology SMEs through the IBM Support Portal (on-line)
- Access to Watson Academy AI Education Video Library
- 25% Discount on separate purchase of Data and AI Expert Labs and Learning self-paced digital learning courses

Designated Single Point of Contact / Subject Matter Expert

- Technical Account Manager gets to know the your environment and engages additional IBM SMEs as needed
- Shared with a maximum of 3 additional clients (Multiple levels of resource allocation available to meet your needs)
- Direct access by “named callers” to respond to your needs
- Proactive guidance on development and operational matters
- Can drive focus on problem resolution and facilitate collaboration between your organization & IBM Support on complex issues

Weekly Checkpoints

Quarterly Business and Technical Reviews

Subject Matter Expertise, Skills Transfer and Mentoring

- Support technical activities across the technology lifecycle
- Can provide you with input into planning and guidance on:
 - Development and use of technology
 - Deployment and capacity planning
 - Environmental Guidance: Change management / Release management / patch management
 - Performance assessment
 - Operational guidance and problem avoidance
 - Root cause analysis, identify lessons learned, guidance on risk management and mitigation
 - Problem Management and Escalation
 - Skills / Education recommendations
 - Foundational Run Book

Personalized Sessions and Assessments

- Operations Assessment
- Product Roadmap Session
- Upgrade / Migration Assessment
- Skills Assessment / Education Roadmap
- Health Check / Performance Assessment
- Capacity Planning Best Practices

Expertise Connect for Data and AI Features

Expertise Connect offers several options, including flexible three tiers of service levels. Price points and features are dependent upon the package you select.

	Standard	Advanced	Advanced Expansion Pack* * Requires 12 month Advanced Subscription
Price	USD \$15,000 / 3 Months USD \$51,000 / Year	USD \$45,000 / 3 Months USD \$153,000 / Year	USD \$127,500 / Year
Duration	3–12 months	3-12 months	12 months
Subscription Renewal	12 months	12 months	12 months
Coverage	One (1) Product Family	One (1) Product Family	One (1) Product Family
Knowledge Base, Best Practices and Technical Bulletins	•	•	•
Unlimited On-Line Expert Q&A	3 users	5 users	5 additional users
Watson Academy	3 users	5 users	5 additional users
Data and AI Expert Labs and Learning self-paced digital learning courses	25% discount (purchased separately)	25% discount (purchased separately)	25% discount (purchased separately)
Expertise Newsletter, Blog & Podcasts	•	•	•
Designated Single Point of Contact / Subject Matter Expert		• Shared with up to 3 add'l clients	• Additional Access to SME resource
Named Callers for Designated Point of Contact		5 callers	2 additional callers
Weekly Checkpoints		•	•
Subject Matter Expertise, Skills Transfer and Mentoring		•	•
Root cause analysis, identify lessons learned, guidance on risk management and mitigation		•	•
Problem Management and Escalation		•	•
Environmental Guidance: Change management / Release management / patch management		•	•
Foundational Run Book		•	•
Selection of Personalized Add-Ons (*requires a 12 month subscription)			
<ul style="list-style-type: none"> • Operations Assessment • Product Roadmap Session • Upgrade / Migration Assessment • Skills Assessment / Education Roadmap • Health Check / Performance Assessment • Capacity Planning Best Practices 		2 per year	2 additional per year
Early Adopter and Beta Program Preferred Eligibility			•
Quarterly Business and Technical Review			•

Data and AI Expert Labs & Learning

Product Families

Big Data Solutions

Business and Planning Analytics

Cloud Pak for Data

Data Governance

Data Integration

Data Replication

Data Science

Event Driven Data

IBM Databases

Industry Models

Information Lifecycle Governance

Master Data Management

Open Source Databases

Watson AI API

zAnalytics

Detailed lists of products in each family is available at <http://ibm.biz/ExpertiseConnectProductFamilies>

Personalized Add-Ons

Operations: Assess your current environment and make customized recommendations for operational best practices.

Product Roadmap: A personalized session to discuss the product roadmap and directions to assist in developing your solution roadmap and technology strategy.

Modernization Roadmap: Assist in the development of plan to modernize your technology base, perform upgrades and migration of workloads to new technologies.

Skills and Education Roadmap: Evaluation of your technology skills base and directions in order to help develop an education roadmap that maximizes the benefits of your investment in education and skills development.

Health Check: Assess your current environment and make recommendations for optimal system health and performance.

Capacity Planning Best Practices: Review current system workloads and performance and make recommendations on accommodating short-term peaks in volume and best practices for long-term growth.

Optional Content

For Existing Accelerated Value Program (AVP) and On Demand Consulting (ODC) clients

Expertise Connect combines the self-service elements of ODC with the direct interaction of AVP.

Key New Capabilities include (depending on which service you currently have):

- Unlimited “Ask an Expert” Q&A through the IBM Support Portal for named users
- Access to Watson Academy to build your AI knowledge and skills
- 25% discount on the separate purchase of Data and AI Expert Labs and Learning self-paced digital learning courses
- No need to count SME hours (Expertise Connect clients). Your Technical Account Manager (along with additional SMEs as needed) is available to help.
 - With Expertise Connect Advanced you are sharing your TAM with up to three other clients, so you can expect them to be available approximately $\frac{1}{4}$ of the time of a full time person
 - You can increase your access to your TAM and other SME resources with the Advanced Expansion Pack

The choice is yours – you can continue to renew your AVP or ODC subscription or upgrade to Expertise Connect and benefit from all the new features of this service.