

IBM Cognos Advantage Support

Rapid Resolution

Designed for customers with small to medium Cognos solution deployments and moderate application availability needs, IBM Cognos Advantage Support includes all the assistance and resources offered in the Standard Support plan, such as Product Continuation and Online Support, plus it delivers rapid issue resolution through an enhanced assisted support offering.

Advantage Support reduces downtime and increases your productivity through:

- Rapid issue resolution
- Increased knowledge sharing

Rapid issue resolution

Decrease risk and speed project completion with faster issue resolution. We realize that responding to your call is not enough – you want your issue resolved, fast! When you choose Advantage Support, you will receive a number of value-added features including targeted resolution times, a faster service level agreement and frequent communication to ensure your issues are resolved as quickly as possible. Reduce downtime and enhance the productivity of your internal helpdesk with:

- Two times faster response times (than Standard Support) – under 1 hour for high priority issues
- Published targeted resolution times (for issues not requiring product code modification)
- Unlimited 24/7 assistance for emergency (priority 1) issues
- Frequent communication on case status and progress

Increased knowledge sharing

As an Advantage Support customer, you will collaborate with highly skilled and specialized support analysts, who have in-depth knowledge in key product functional areas. With a team-based approach to issue resolution these functional experts can provide thorough, fast answers to multiple issues simultaneously. Our knowledgeable support analysts also provide deep, targeted knowledge transfer to your internal team – improving your understanding of the issue and resolution and possibly preventing future issues.

Product continuation

Keep up to date with continually evolving technologies and take advantage of improved productivity with access to recent product updates and releases from Cognos. Product continuation enables:

- Interoperability with third party products
- Compliance with internal and external governance policies
- Improved productivity with expanded product functionality
- Protection from outages and evolving security threats

Online support

The Cognos Support Web site (<http://support.cognos.com>) is your gateway to knowledge. Increase your productivity and effectiveness with convenient, timely access to knowledge and resources to improve performance. With online support, you can:

- Solve issues yourself with **Knowledge Base** solutions, now with a ‘powered by Google’ search
- Log and monitor cases online
- Review and download **product documentation**
- Prevent issues and maximize performance with **Proven Practices**
- Discover tips and helpful techniques in **Supportlink**, a monthly online technical publication
- Live and on-demand **Web seminars** to gain product knowledge
- Stay on top of important product advisories or updates with personalized **RSS feeds**

Learn more

Advantage Support is purchased for an individual support group, defined as a group of servers in a specific location with a single Cognos installation. For full details on this and other Cognos support plans and add-ons, see the *IBM Cognos Support Plans* guide at <http://support.cognos.com/en/support/about/guide.html>. If you are interested in

purchasing or renewing support for your company, contact your sales representative or nearest support renewal office. Contact details can be found at <http://support.cognos.com>.

About Cognos, an IBM Company

Cognos, an IBM Company, is the world leader in business intelligence and performance management solutions. It provides world-class enterprise planning and BI software and services to help companies plan, understand and manage financial and operational performance. Cognos was acquired by IBM in February 2008. For more information, visit <http://www.cognos.com>.



For more information

Visit the Cognos Web site at www.cognos.com



Request a call

To request a call or ask a question, go to www.cognos.com/contactme A Cognos representative will respond to your enquiry within two business days.