

IBM Cognos Premier Support

Partnership and Prevention

Designed for customers with large Cognos solution deployments and/or high application availability needs, IBM Cognos Premier Support provides a true partner in support – one dedicated to quickly resolving your issues and proactively preventing problems.

Premier Support includes all the assistance and resources offered in the Standard Support plan, such as Product Continuation and Online Support, plus it provides personalized assistance through a Support Account Manager (SAM). A SAM provides focused attention to ensure your issues are resolved quickly and will work with you to decrease risk and maximize the return on your Cognos investment.

Premier Support delivers:

- Personalized and proactive assistance
- Partnership for success
- Rapid issue resolution
- Increased knowledge sharing

Personalized and proactive assistance

One of the main values of Premier Support is an assigned Support Account Manager (SAM). A SAM is an integral part of the Cognos solution team and plays an important role in representing you within Cognos. A SAM ensures you receive high frequency and quality communications and works to make your priorities Cognos priorities. A SAM reduces downtime by effectively managing the issue resolution process and works with you to identify opportunities to increase productivity. Your SAM will:

- Be your central contact for all support needs, including issue escalation and product fixes
- Coordinate support activity and provide a holistic view of issues
- Provide management of critical issues and ensure that the right resources are engaged
- Collaborate with you to understand your unique business challenges, existing and planned implementations, and technical environment
- Provide proactive advice on upgrade or deployment strategies and high impact product issues

- Deliver weekly case summaries and monitor adherence to response and resolution target times
- Visit you on-site two times per year to understand your business and systems and set priorities

Partnership for success

Part of providing a true partner for success is ensuring your senior management team has access to senior members of the Cognos team. All Premier Support customers are assigned an executive sponsor, a senior member of the Cognos management team, to actively work with you and your management team to ensure Cognos supports and is aligned with your corporate vision and needs. Your executive sponsor will also act in an advisory role to the entire Cognos team.

Your SAM also plays an important role in establishing a deep partnership for success. They partner with you to ensure your needs and requests are heard and acted upon. They ensure you have access to the right knowledge, people and resources at the right time. Plus, your SAM represents your interests in Cognos Support and product development by regularly sharing support activity and insight into your business with the entire Cognos solution team – ensuring your current and future project success.

Rapid, quality 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! Reduce downtime and enhance the productivity of your internal helpdesk with:

- Published target resolution times (for issues not requiring product code modification)
- Direct connect for high priority issues, under 1 hour response for all others
- Model environment maintained at Cognos to speed issue replication
- Unlimited 24/7 assistance for emergency (priority 1) issues

Increased knowledge sharing

As a Premier Support customer, you will collaborate with an elite team of support analysts, who have in-depth knowledge in key product functional areas. Working closely with your SAM, these product functional experts follow a team-based approach to issue resolution and 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 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

Plus as a Premier Support customer you can influence and gain insight into product direction through product roadmaps, closed loop enhancement request communications and beta program involvement.

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 about Cognos Support

Premier Support is purchased for an individual support group, defined as a group of servers in a specific location with a single Cognos installation or can also support your internal BI Competency Center (BICC). 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.