

IBM Software Accelerated Value Program



Client Enablement Offering

Highlights:

- Proactive knowledge transfer and skills augmentation
- On-site mentoring
- Project plan & requirements review
- Issue troubleshooting and escalation management



On-Site Support Assistance and Best Practices

For those IBM Enterprise Content Management (ECM) clients whose project teams would benefit from additional ECM product knowledge and skills, we present 'Client Enablement'. This offering, delivered by senior IBM Software Accelerated Value Program Support professionals with expertise in all phases of new technology implementations and upgrade projects, provides knowledge transfer and skills augmentation via planned coaching and mentoring sessions.

Client Enablement provides the skills needed to keep implementation projects moving forward with more confidence and less dependence on outside resources. With Client Enablement, your teams will gain insights into best-practices methodologies and skills to help keep your planned implementation and upgrade projects on track.

Deliverables for Client Enablement fall into one or more of these four major categories:

- Pre-project implementation planning
- On-site mentoring/training and technical assistance
- Post-implementation emergency on-site and technical assistance
- Application development and implementation assistance

A 'basic' Client Enablement package generally consists of six months of remote assistance on one ECM system in three environments (development, test/quality assurance, and production), with on-site support assistance provided as defined by the individual statements of work.

Standard deliverables for this 'basic' Client Enablement package may include:

- One or more assigned Upgrade experts
- One or more scheduled mentoring sessions
- Review and analysis of implementation requirements
- Project plan development



Project review and planning can include:

- Implementation flow chart development
- Assistance with architectural review of the environment
- Assistance with IBM FileNet products requirements review
- Assistance in developing implementation task list, highlighting customer-dependent items
- Review of known-issues list
- Review custom application support plan
- Assistance with development of risk and mitigation plans

A typical on-site deployment with an Accelerated Value Program Specialist can include:

- For Deployment #1 (Development or test system)
 - Duration - 5 days
 - Kick-off meeting, software version validation
 - Verify customer team has the right resources in place
 - Trusted advisor role: mentoring customer during implementation
 - Issue troubleshooting & escalation management
- For Deployment #2 (Development or test system)
 - Duration - 3 days
 - Verify project timing
 - Conduct risk assessment
 - Trusted advisor role: mentoring customer during implementation
 - Issue troubleshooting & escalation management
- For Deployment #3 (Production system)
 - Duration - 2 days
 - Trusted advisor role: mentoring customer during implementation
 - Issue troubleshooting & escalation management
- Two days of Emergency On-Site (EOS) Deployment is also included in this offering (valid for 30 days after completing the implementation of the Production system)



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