

IBM Software Accelerated Value Program



Managing Corporate Initiatives

Highlights:

- Proactive Support Management and Assistance
- Assigned technical resources
- Prioritized call handling
- Customized skills-sharing sessions
- Personalized notification of tech notes and product roadmaps



Needed: A New Support Strategy

The focus of many corporate initiatives today is on ways of doing things smarter, quicker, and more efficiently to provide insights and information to a broader-than-ever audience. Globally, these initiatives often involve comprehensive plans for building better industry solutions and designing better business processes and reporting, all to inspire and activate the innovative use of intellectual capital. How the software and underlying infrastructure supporting these initiatives is maintained before, during, and after deployment often affects global adoption and overall success rates for your initiatives. Unfortunately, Support needs are seldom thought out completely beforehand, and are often implemented as an after-thought.

What steps can you take to help ensure you're doing everything you can to make your corporate initiatives successful? The first step – and perhaps the biggest – is to take stock of your in-house skills to see whether you have the resources required to fully support your business systems. Ask yourself whether the right people with the right training and experience are in the right positions to maintain your systems to their highest levels. If your organization is like many, you may believe you have what it takes without fully investigation all your needs or without taking into account how dynamic your business needs truly are. If you find your support plan only includes addressing issues as they arise – with no 'proactive' approach defined or implemented – then you may be making a big mistake. What happens to your business when things don't go according to your plan?



The second step is to change your 'reactive' support organization into one that is proactive. To do so often requires a drastic change to the way teams behave. People who have performed in a reactive-only mode usually need a guiding hand to lead them on the journey to proactive support to prevent stumbling and falling along the way.

Proactive Support Experts

IBM Software Accelerated Value Program may be just the thing you need to get you and your teams on the road to successfully adopting an entirely new support approach. Members of the Accelerated Value Program team are proactive support experts, highly skilled in the discipline of support management, with the experience needed to understand where and how to start you on your journey to new support practices.

With the Accelerated Value program, you get an assigned senior technical Accelerated Value Leader (AVL) or Specialist (AVS) who will help manage and coordinate support activities across your global environment. With his or her help, your support needs and issues are addressed from an enterprise view, instead of the narrower departmental, solution, or geographic view most often taken by organizations as they deploy corporate initiatives. The AVL or AVS can help design and implement a proactive support plan that takes into account the needs of each of your new initiatives without overlooking the requirements you have in place for your current active solutions.

Take a new approach - create and implement a support strategy before you launch new initiatives. Get the help you need from IBM Software Accelerated Value Program.

For more information

To learn more about IBM Software Accelerated Value Program for Enterprise Content Management, please contact your local Accelerated Value Sales Representative at: ibm.com/software/support/accelerated_value_program/contactus.html



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