Reel in Big Solutions
Graham Milne, Accelerated Value Leader

Meet Graham

Information Management Accelerated Value Leader Graham Milne's dedication to technology drives his ability to reel in big Accelerated Value solutions for his clients. As a self-described technology buff, Graham takes a personal interest in his client's success. A life-long fisherman and devoted family man, Graham's combination of patience,determination, skills and experience lands his clients' trust.

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How Graham optimized a short-term fix for future success

Working as an Accelerated Value Leader for a global financial organization, Graham's focus was on his client's success, making sure his client's business applications were up and running and performing at optimum levels.

Part of his role as an Accelerated Value Leader is to oversee support activities, making sure the right resources are available when needed. When a client moved their application environment from a competitive vendor to DB2, Graham managed the project from start to finish. Graham and his network of experts brought in a DB2 expert to not only help with the migration process but also with performance tuning. As a result, the client immediately saw a 50% performance improvement with DB2. Graham understood the risks the client was taking by moving applications onto a new platform, and made sure IBM was there to help. This short-term Premium Support fix went beyond regular support to drive meaningful long-term benefits for the client, including:

- further cost savings through improved productivity
- improve availability, freeing up space for additional uses
- setting the standard for future software adoption
- reduced processing times
- reduced power consumption

Graham's Approach to Accelerated Value
Keep it simple

Graham is a fan of simplicity. His approach relies on "step-wise refinement", a powerful problem solving method. He applies this methodology by first stabilizing the problem environment and then focusing on changing one variable at a time taking control to ensure success.

Graham's Philosophy
Cast a net of trust

Graham acts as an advocate for his clients' success. By reaching out to the DB2 development Labs Graham connects his clients to

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a broad network of skills. Clients trust that he brings a deep technical understanding to net the right solution for their business.

Graham's Background

Graham has always been passionate about technology, programming computers and providing IT-related solutions to his friends, family and coworkers. Graham graduated with a degree in Computer Science from Lakehead University. While in school he worked as a Business Machine Consultant for a large retailer, developing excellent customer service skills. Following his passion, Graham joined the IBM Support organization as a new graduate.

For more than ten years, Graham has been involved in all aspects of support management and delivery at IBM, beginning with telephone support where he

gained invaluable insight into day-to-day customer support issues. He followed this assignment by specializing in client technologies and then moved on to building and restoring business applications.

Today, as an Accelerated Value Leader, Graham leverages his global IBM and DB2 development network of experts to proactively help his clients succeed. As a certified Advanced Database Administrator and DB2 LUW Application Developer, he brings a unique perspective to working with his clients' business-critical environments.

Hobbies

Graham's hobbies have been and remain lifelong interests. As a Canadian, Graham's past-times include fishing, hockey and curling. He spends as much time as he can on the lake with his children sharing a passion for reeling in the 'big fish'.

IBM Software Accelerated Value

IBM Software Accelerated Value Program goes beyond standard support providing long-term, proactive technical help and advice. Acting as a single point of contact, a Accelerated Value Leader helps clients manage issues and avoid risk. You can trust that getting expert advice will result in significant cost savings and fewer issues with faster time to resolution, increasing the productivity of your support staff and giving you the ability to proactively manage your data environment. For more information, visit our Software Accelerated Value Program website at: **ibm.com**/software/support/acceleratedvalue/