



e-business



Content Manager and Enterprise Information Portal

Business Partner Technical Support

PartnerWorld for Developers



Partner Content Management Support

- Pricing and Configuration Support
 - ▶ IBM Techline
 - ▶ Savoir Technology
 - ▶ KeyLink
- Installation, Integration, Solution, and Beta support
 - ▶ PartnerWorld for Developers
 - ▶ Image Competency Center
- Defect Support
 - ▶ IBM Support Line Lab Level 2 Teams
 - ▶ PartnerWorld for Developer members opened PMRs will be transferred to the Content Management defect queue.



Pricing, Configuration, and PreSales Support

- **IBM Techline**
 - ▶ **PartnerLine 800-426-9990, International: 770-858-5052**
 - ▶ **Ask for Techline**
 - ▶ **Presale, configuration, announcements, promotions, pricing, and upgrade information**
 - ▶ **Link to the Competency Center**
- **Savoir**
 - ▶ **1-800-275-6922 (Request Sales Representative or Sales Department)**
 - ▶ **Pricing and Configuration support**
 - ▶ **IBM Content Management Sales Manager (Lulu Jasso)**
- **Keylink**
 - ▶ **1-800-key-link (IBM Software Sales Team - Chris Ulrich)**
 - ▶ **Pricing and Configuration support**
 - ▶ **Pre-sales technical contact: 800-448-6177 (Connie Harrison)**
 - ▶ **IBM Software National Sales Manager (Terry Brown)**

PartnerWorld for Developers



PartnerWorld for Developers

- Provide Content Management business partner installation, integration, and solution support for the following products:
 - ▶ **Content Manager (no 390 platform support)**
 - ▶ **Content Manager OnDemand (no 390 platform support)**
 - ▶ **Content Manager VideoCharger**
 - ▶ **VisuallInfo and DB2 Digital Library**
 - ▶ **ImagePlus Workstation Program**
 - ▶ **Enterprise Information Portal**
 - ▶ **EIP Client Toolkit for Content Manager**
 - ▶ **EDMSuite ContentConnect**
- Developer Support OnLine
 - ▶ **Frequently Asked Questions**
 - ▶ **Technical papers**
 - ▶ **Sample code**
- Other support benefits
 - ▶ **Distribute Not for Resale Integration/Development Licenses**
 - ▶ **Beta support and distribution**
 - ▶ **Pass defects to the defect support teams**



Support Entitlement

- Register for PartnerWorld for Developers
 - ▶ Complete Commercial Membership Application for company <http://www.developer.ibm.com/member/register/registration.html>
 - Select Data Management Technology Area
 - Select Content Manager and/or EIP if presented
 - Complete individual registration for company members
 - ▶ Complete Project Profile
 - Describe the service or solution provided for Content Manager or EIP
 - Select Content Manager and/or EIP
 - This profile is used for determining brand sponsored support
 - ▶ For assistance: 800-426-9990, International: 770-858-5052
 - Ask for PartnerWorld for Developers**
 - Data Management/Content Management Member Service**
- Join Business Partner Software Program
 - ▶ Premier and Advance members are provided access to PartnerWorld for Developer electronic sites



Support Contact Points

■ Voice

- ▶ Available 7-7 NA Central Time
- ▶ PartnerLine 800-426-9990, International: 770-858-5052
- ▶ When calling **ask to be transferred to PartnerWorld for Developers**

■ Electronic

- ▶ Remote e-mail (AAQ)
 - <http://www.developer.ibm.com/sdp/aaqaccess.html>
 - pwdts@us.ibm.com
- ▶ Remote forum (EQ&A)
 - **Content Manager**
http://www.developer.ibm.com/forum_edm/forum_edmsuite.html
 - **Enterprise Information Portal**
http://www.developer.ibm.com/forum_edm/forum_enterprise_informa.html



Support Process

- Contact Partnerline or use the web electronic support
- For Pricing and Configuration roll to Techline
- For Installation, Integration, Solution, or Beta support roll to PartnerWorld for Developers
- A PMR will be opened for all questions and problems
- PartnerWorld for Developers will perform problem/solution analysis
- PMRs involving defects will be transferred to Lab Level 2 team
- PMR number will be used to log and indentify actions on the request.



Support WebSites

- Content Manager
 - ▶ <http://www.ibm.com/software/data/cm/>
- Enterprise Information Portal
 - ▶ <http://www.ibm.com/software/data/eip>
- PartnerWorld for Developers
 - ▶ <http://www.developer.ibm.com/>
- PartnerWorld for Developers Content Manager
 - ▶ http://www.developer.ibm.com/pid_db2/cm.html
- PartnerWorld for Developers Enterprise Information Portal
 - ▶ http://www.developer.ibm.com/pid_db2/eip.html