



## Highlights:

IBM SOAP is specially designed to meet the support needs of IBM Software clients who:

- Run critical systems with high availability requirements
- Do not have in-house resources to provide round-the-clock support
- Are going through critical project lifecycles and require onsite assistance for open PMR issues

# IBM Software Onsite Assist Pack (SOAP)

You can now add another layer of support for your software applications when you renew your Software Standard Support. All you have to do is sign up for the special IBM Software Onsite Assist Pack (SOAP), a technical support package designed to give you onsite support, reduce downtime and cut cost.

## Features

- 5 onsite support man-days (24 x 7).
- Only for support requests that are logged as PMR.
- For Severity 1 PMR support requests, we provide 6 hours onsite response goal.

## IBM SOAP is available for

- InfoSphere DataStage.
- WebSphere Application Server.
- WebSphere MQ.
- WebSphere Message Broker.

What's more, purchase any IBM Software Onsite Assist Pack and receive a special one-time IBM training offer of 3 seats for the price of 2 at any IBM Software Lab Services public training course!\*

## Price Payment Terms

Total contract value is SGD 19,800

*Prices are subject to change.*

*Prices excluding Taxes.*

*Standard Terms and Conditions Apply.*

*\*\* Valid Software Subscription & Support is a Pre-requisite*

## Contact

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*\*IBM Training Offer Terms and Conditions:*

- This offer is strictly for IBM Software Lab Services public training courses.
- The offer is valid only for courses that are a minimum of 4 days in duration.
- The 3 seats must be attended on the same course on the same dates as per schedule (no mix and match) and cannot be used in conjunction with any other promotion, customized class or private class.
- This offer is valid only till 31st Dec 2010.





## IBM Software Lab Services

IBM Software Lab Services provides you with a set of comprehensive services for designing, building, testing, deploying and maintaining IBM Software solutions. Our end-to-end portfolio of capabilities can be customized to meet the needs of every stage of your software deployment – from assessment to pilot to full implementation. Based on your specific needs, you can apply our expertise to a specific area, or develop a more comprehensive program by integrating elements from the three pillars of IBM Software Lab Services:



**IBM Software Consulting Services** – IBM provides architecture, design, implementation planning, rapid integration and deployment, project management, product installation, customization and mentoring services for your business solutions.

**IBM Software Education** – For corporate and education institutions – IBM provides enablement in IBM technology for corporate IT and end users. IBM recognizes the importance of getting trained and knowledgeable resources to continue maintaining the systems to effectively support the organization. In addition, IBM provides an educational program, Software Career Training (SCT) for institutes of higher learning.

**IBM Software Accelerated Value Program** – IBM provides a wide array of services aimed at maximizing your software investment anywhere along the lifecycle of your software infrastructure. We help you accelerate your returns on investment, lower the total cost of ownership, and provide proactive guidance on infrastructure management and operations.



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