

Soar to New Heights With Premium Engineering

*An offering from the IBM Software
Accelerated Value Program*



Overview

IBM Software Accelerated Value Program

The Accelerated Value Program (AVP) offerings help to unlock the value of your IBM software investment by delivering enhanced technical advisory offerings to maximize your ROI. AVP gives you the time to focus on your business, while we focus on your IT environment.

IBM Lotus Premium Engineering

IBM Lotus Premium Engineering is aimed at those customers with less than 3,000 seats, who require flexible access to deep Lotus technical expertise for help, advice and best practice information. Use this offering to assist with BAU problems or issues arising from discrete pieces of work (such as upgrades, product installations), for which there may or may not be an open support call.

Focus

The Premium Engineering program focuses on providing remote technical assistance through:

- Access to a Premium Technical Engineer (from a pool of engineers) with deep Lotus product expertise. Technical assistance on support calls.
- Access to Monthly Knowledge Support calls with labs.
- On-site assistance can be arranged.*
- Weekly utilisation tracking report.

* Use of Premium Engineering for on-site assistance requests are subject to T&E. Each on-site day delivered is deducted at a rate of 7.5 hours.

Components

- Available in blocks of 75 hours.
- Valid for 12 months.
- Premium Engineer work requests are raised via a customer specific QuickPlace® and assigned to an available engineer (from a pool).
- Work against requests is recorded in 30 minute blocks.

Support for Your Specific Needs

- Pro-active advice before, during and after Lotus software installation, upgrade, and migration.
- Performance tuning and optimisation assistance.
- Troubleshooting and monitoring assistance.
- Guidance on consolidation.
- Client deployment and management best practices.
- Proof-of-concept Lotus product installation and configuration.
- Operations and support mentoring.
- Best practices knowledge transfer.
- Application development and maintenance.

Pricing

The Premium Engineering contract is available at a fixed price of £14,950.00 GBP.

Next Steps to Success

Locate an Accelerated Value Sales Specialist to discuss how Premium Engineering helps maximise your software return on investment.

Why Premium Engineering?

- Increases staff productivity
- Builds internal skill sets based on Lotus best practices.
- Provides expert advice for Lotus deployments, migrations, troubleshooting, and more.
- Improves Lotus product implementation speed and accelerates value.
- Develops an operational and mentoring partnership with IBM Lotus.

Contact Us

To learn more about Premium Engineering or to get information on any IBM Software Accelerated Value Program (AVP) offering, please contact your local AVP Sales Representative at:

ibm.com/software/support/accelerat edvalue/contactus.html