

Information Builders helps organizations transform data into business value. Our business intelligence, integration, and data integrity solutions enable smarter decision-making, strengthen customer relationships, improve performance, and drive growth.

Where others emphasize marketing, we emphasize customer partnerships.

InfoResponse Premium

InfoResponse Premium is our highest level of support. It provides you much more than the traditional support offerings and focuses on providing a superior customer experience from every level of our organization. The heart of the program is your dedicated Account Support Manager (ASM), who is your liaison to all the resources Information Builders has to offer.

The ASM helps ensure that you are getting the maximum value from your software investment by scheduling conference calls with product specialists to discuss new features, installation and upgrade services, as well as implementation and requirements planning for new applications or business solutions. The ASM also manages support issues and solutions for all your locations.

InfoResponse Premium Features

Support-Related Services

- **Account Support Manager** – This individual is your liaison to all the resources Information Builders has to offer. The ASM learns your environment and implementation so they can provide overall management of your support issues, which helps achieve faster resolution times. This also allows the ASM to become a key advisor to your team – discussing upgrade and migration planning, future projects, and helping get maximum return on your software investment.
- **Emergency, Mission-Critical On-Site Support** – In the event of a mission-critical production-down situation that cannot be resolved via phone or the Remote Assistant tool, a technician will visit your site.
- **Regularly Scheduled Conference Calls** – Regularly scheduled conference calls (usually weekly) in which your ASM goes through the case status report. Customers can also use this time to discuss upcoming projects.
- **Weekly Case Status Reports** – This high-level summary of all your active cases is automatically sent out to all your designated contacts.
- **Management Reports** – Management reports showing support activity at all designated locations to help identify needs such as upgrades, system tuning, and user training.
- **Customized Version of InfoResponse Online** – Your view of the technical support website is customized to provide graphs and reports that analyze your support issues.
- **Priority Queuing** – In addition to prioritizing cases by problem severity, your cases are automatically given top priority.
- **Fastest Response Time** – Information Builders responds to your cases within one business hour of opening the case via phone or website.
- **After-Hours Direct Access to Level 3 Support** – In addition to our 24x7 phone support, you have direct access to Information Builders' most senior technicians for production-down situations. This allows us to get your application back up and running in the shortest amount of time.

Find Out More

To find out how we can help your company succeed, talk to your local Information Builders representative today. Visit us at informationbuilders.com, or in the U.S. and Canada, call **(800) 969-4636**. To improve your skills with our solutions, visit education.ibi.com.

- **Automated Problem Escalation to Resolve Issues** – Automated problem escalation occurs when any of your cases are not responded to within an hour. This ensures you of the fastest response times.

Customer-Related Services

- **Product Advisory Council Membership** – The Advisory Council consists of a select group of customers who interact directly with top company executives and the appropriate product group. The main objective of the Advisory Council is to ensure that customers have direct input to strategic development and the future direction of our products.
- **Annual On-Site Partnership Review** – Once a year the Account Support Manager and appropriate corporate and executive staff come on-site to review and discuss the partnership between our two organizations.
- **Early Adopter Program** – Invitation to participate in Information Builders' Early Adopter Program during the product development process
- **Product Updates and Workshops** – Information Builders will host up to four meetings (e.g., Red Carpets, product demonstrations, workshops) at the customer's location or the local Information Builders office in order to provide you with the latest information and product direction.
- **Free Pass to Summit** – One free annual pass to Summit. This yearly conference is our most important customer education event. You can attend presentations, hands-on labs, and workshops given by Information Builders' staff as well as customers and network with product developers and customers.
- **Customized Version of Focal Point** – Information Builders hosts an online developer's community called Focal Point. Besides the forums that are available to all customers, Premium customers can request a separate forum specifically for its employees. Some of our Premium customers have used this forum to help share tips and ideas regarding Information Builders products within their organization.
- **Your Application Added to Information Builders' QA Suite** – Upon mutual consent, Information Builders will bring your solution(s) into our QA lab and add the application(s) into our automated test suite. This helps to ensure specific issues related to the customer's application are eliminated before any product ships. Additionally, support has access to the application, which helps to facilitate reproducing problems in-house.
- **Reproduction of Your Key Environment in Premium Support Lab** – Your key environment is reproduced in our Premium Support Lab. This assists in helping to determine and resolve your problems by offering the ability to reproduce your issues in-house.