

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 Startup

InfoResponse Premium Startup is a comprehensive, cost-effective program that provides our highest level of technical support for an introductory period. InfoResponse Premium Startup offers additional support to new customers during their implementation efforts, so they can make the most of their new investment in Information Builders software.

But InfoResponse Premium Startup isn't just for new customers. Many existing customers are moving to WebFOCUS 8, the latest version of our business intelligence (BI) platform, to take advantage of innovative new features such as enhanced security capabilities and a completely redesigned portal, and to preserve and maximize their WebFOCUS investment. These clients can also use InfoResponse Premium Startup to ensure a smooth, seamless transition during their upgrade, so they can quickly leverage all the new features and functionality WebFOCUS 8 has to offer.

Unlike InfoResponse Premium, which is an annual contract, InfoResponse Premium Startup can be purchased for three or six months. At the heart of this service is the Account Support Manager (ASM), a single point of contact for all your technical support needs at Information Builders. The ASM provides you with the best possible customer service, and helps to maximize the value of your software. The ASM schedules conference calls with product specialists to discuss new features, proactively shares information to help you make the right business decisions, and manages support issues and solutions for your organization.

### InfoResponse Premium Startup Features

- **Account Support Manager** – A customer's single point of contact and advocate within the Information Builders support organization. The ASM works with you to understand your business needs and environment so they can provide overall management of your support issues, which helps achieve faster resolution times. This allows the ASM to become a key advisor to your team by discussing implementation goals and objectives, migration planning, and helping get a 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 use this time to discuss upcoming projects
- **Weekly Case Status Reports** – This high-level summary of all your active cases is automatically sent to your designated contacts

## 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](http://informationbuilders.com), or in the U.S. and Canada, call **(800) 969-4636**. To improve your skills with our solutions, visit [education.ibi.com](http://education.ibi.com).

- **Management Reports** – Management reports show support activity at all designated locations to help identify needs such as upgrades, system tuning, and user training
- **Priority Queuing** – In addition to prioritizing cases by problem severity, 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 the website
- **Direct Access to Level 3 Support, After Hours** – In addition to our 24/7 phone support, you have direct access to Information Builders' most senior technicians for production-down situations
- **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
- **Product Update and Workshop** – Information Builders will host meetings (e.g. Red Carpets, product demonstrations, or workshops) at your location or the local Information Builders office to provide you with the latest software product information and product directions