

Support That Adds to Your Success

In a recent analyst report, customers rated Information Builders support services as among the best in the industry. What others spend on marketing, we spend on customer service.

Information Builders is committed to diagnosing any software product issues you may be experiencing. Perhaps you're running late on a project to install mission-critical applications. Maybe you've just suffered through a prolonged system outage that resulted in a huge loss of productivity. Our *InfoResponse* Support Plans enable you to mitigate risks by providing a family of self-service, assisted service, software maintenance, and maintenance services. We can provide these support services via the Web, telephone, or even at your site.

InfoResponse connects you to our corporate support center staffed with responsive experts in our enterprise business intelligence (BI) and integration solutions.

The *InfoResponse* return on investment is a significant savings in time and capital. Our staff acts as an extension of your organization by assisting you with problem tracking and resolution, meeting critical deadlines, planning, configuration, and preventing system down-time. This is the *InfoResponse* advantage!

**Information
Builders**

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InfoResponse Guide to
Software Support Services

***InfoResponse* Basic**
***InfoResponse* Premium**
***InfoResponse* Premium Startup**

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WebFOCUS



Certified Support Professionals

Information Builders recently received Support Staff Excellence Certification by the Service & Support Professionals Association (SSPA). Information Builders is the first BI provider to achieve 100 percent certification for its technical support team.

“The SSPA Certification program is the technology industry standard for customer service soft skills training and certification,” explains Stephen Smith, executive director of the SSPA. “SSPA research has proven that strong employee development programs are a key driver in finding, motivating, and retaining top talent. Highly engaged employees are more customer focused, leading to higher customer satisfaction, loyalty, and retention.”

InfoResponse Support Plans

Information Builders provides three InfoResponse Support Plans: Basic, Premium, and Premium Startup.

InfoResponse Basic

InfoResponse Basic is the first level of support services. Its features include:

- **Global support any time of the day or night.**
A team of support professionals is available 24 hours a day, seven days a week, and 365 days a year to answer questions
- **InfoResponse Online**, which offers 24/7 self-serve access to technical information, including a Documentation (publications) Library and a variety of services and resources to provide answers, solutions, and information on how to use our software
- **Access to Focal Point**, a collaborative online community of WebFOCUS and iWay Software users around the world who share tips and techniques

- **Prioritization based on problem severity**, ensuring prompt assistance
- **New software releases**, updates, and patches
- **Newsletter and magazine subscriptions**

InfoResponse Basic is an annual maintenance agreement.

InfoResponse Premium

InfoResponse Premium is the highest level of support. It provides much more than Basic support and focuses on a superior customer experience from every level of the organization.

InfoResponse Premium includes all InfoResponse Basic features, plus:

Support-Related Services

- **A dedicated Account Support Manger (ASM)** who manages support issues and solutions at your location
- **Emergency, mission-critical on-site support.** In the event of a mission-critical production-down situation that cannot be resolved via phone or with the Remote Assistant tool, a technician will visit your site
- **Weekly case status reports**
- **Regular phone conferences** with support experts
- Management reports showing support activity at all designated locations to help identify needs such as upgrades, system tuning, and user training
- **Priority queuing**
- **Faster response time**
- **Direct access to after-hours Level 3 support** for production-down issues
- **On-site partnership review**

- **Product updates** and workshops
- **Automated problem escalation** to resolve issues. Customer support management receives notification of mission-critical calls

Customer-Related Services

- **Advisory Council membership**
- **Annual on-site partnership review**
- **Free pass to Summit**
- **Customized Focal Point view**
- **Inclusion in Information Builders QA Suite***

InfoResponse Premium is an annual maintenance agreement. InfoResponse Basic must be current and in place to upgrade to InfoResponse Premium.

InfoResponse Premium Startup

InfoResponse Premium Startup includes all of the Support-Related Services found in InfoResponse Premium, however they are only available for a limited time. InfoResponse Premium Startup is available for three- or six-month terms and restricted to one renewal. An InfoResponse Basic agreement must be current and in place.

Custom Support Options

To ensure that you always have the exact level of support you need, Information Builders provides custom support options for an additional fee. Please speak with your account executive for more information.

* Requires an additional fee.