

# 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 emphasis of the program is to help customers mitigate risk while maximizing the use of your investments in Information Builders products. We believe this will help to accelerate the time to realizing business value while improving outcomes.

## Highlights

- Strategic software support services to help accelerate product anchoring and adoption
- Constant collaboration to ensure better business outcomes
- Named Account Support Manager
- Expedited, proactive, and responsive case management
- Annual InfoResponse Premium health check

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 the appropriate product specialists. During the calls you may discuss new features, modernizations engagements, installation and upgrade services, as well as implementation and requirements planning for new applications or business solutions. The ASM also provides expedited, proactive, and responsive case management services for your organization.

## InfoResponse Premium Features

### Support-Related Services

- **Account Support Manager** – A designated ASM will be assigned to manage and coordinate Licensee’s overall support within our Customer Support Center. The ASM will be responsible for understanding Licensee’s covered environment, applications and projects, which use Information Builders’ technology. The ASM will maintain and disseminate Licensee’s latest configuration information within our Customer Support and product groups. The ASM’s responsibilities include weekly internal meetings with each of the company’s product divisions to discuss Licensee product issues, new feature requests, and product needs directly with our product engineering teams
- **Regularly Scheduled Conference Calls** – Regularly scheduled conference calls (usually weekly) in which your designated ASM goes through the case status report. Customers can also use this time to discuss upcoming projects
- **Fastest Response Time** – Information Builders responds to your cases within one business hour of opening the case via phone or website
- **Priority Queuing** – In addition to prioritizing cases by problem severity, your cases are automatically given top priority
- **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
- **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
- **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

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Information Builders provides the industry’s most scalable software solutions for data management and analytics. With one smart platform for integration, data quality, and analytics, we help companies manage their data, generate insights, take action, and deliver impact.

- **Advisory Services** – A variety of assessment and monitoring services help provide insight on your Information Builders' product implementation. These services include analyzing resource utilization, identifying application asset candidates for remediation, and/or modernization and reviewing performance metrics
- **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

#### 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 Advisory Council ensures that customers have direct input to strategic development and the future direction of our products
- **Annual On-Site Partnership Review** – Every year, your ASM joins appropriate corporate and executive staff 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, the local Information Builders office, or virtually to provide you with the latest information and product direction
- **Preferred Pass to Summit** – One free Preferred pass to Information Builders' Annual Summit User Conference. 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
- **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

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## Find Out More

We can help you succeed. Talk to your local Information Builders representative to learn how. Visit us at [informationbuilders.com](http://informationbuilders.com), e-mail [askinfo@informationbuilders.com](mailto:askinfo@informationbuilders.com), or call **(800) 969-4636** in the U.S. and Canada. To improve your skills, visit [education.ibi.com](http://education.ibi.com).

#### Corporate Headquarters

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