

InfoResponse Premium for Partners

Get Our Highest Level of Technical Support and Customer Service

Highlights

- Strategic Software Support Services to Help Accelerate Product Anchoring and Adoption
- Constant Collaboration to Ensure Better Business Outcomes
- Named Account Support Contacts
- Expedited, Proactive, and Responsive Case Management

The ability to get to market quickly with new and innovative software solutions gives you a distinct competitive advantage. Expedited access to software and technical support during your pre-deployment implementation and development projects helps to ensure that timelines and deliverables are met. Moreover, having excellent technical support as your customers adopt and use your product will be vital to your success.

InfoResponse Premium for Partners from Information Builders is a cost-effective and comprehensive program that delivers our highest level of technical support. Whether you are a new partner just beginning to implement your Information Builders solutions or an existing partner looking to innovate your Information Builders software investment, InfoResponse Premium for Partners provides exceptional, responsive customer service quickly and efficiently.

Features and Benefits

An InfoResponse Premium for Partners contract affords you the following advantages and benefits:

- **Account Support Manger (ASM)** – 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** – Your ASM will review the weekly case status report and discuss upcoming projects and initiatives
- **Fastest response time** – Information Builders responds within one business hour of opening the case via phone or website
- **Priority queuing** – In addition to prioritizing cases by problem severity, InfoResponse Premium for Partner cases are given top priority, both in the support and product engineering organizations
- **Automated problem escalation** – This occurs when any of your cases do not receive a response within one hour. This ensures you receive the fastest response times
- **After-hours access to Level 3 support** – In addition to our 24/7 phone support, you have direct access to Information Builders' highest-level technicians for production-down situations

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.

- **Emergency, mission-critical, on-site support** – A technician will visit your site in the event of a mission-critical, production-down situation that cannot be resolved via phone or the Remote Assistant tool
- **Weekly case status reports** – A high-level summary of all your active cases is automatically sent to your designated contacts
- **Management reports** – Management reports showing support activity at all designated locations help identify needs such as upgrades, system tuning, and user training
- **Product update and workshop** – Information Builders will host one meeting per contract term (e.g., Red Carpets, product demonstrations, workshops) at your location or our local office to provide you with the latest information and product direction

Standard InfoResponse Premium for Partners contract term is six (6) months; however, contract terms can be structured accordingly on a case-by-case basis.

About Information Builders

Information Builders helps organizations transform data into business value. Our software solutions for business intelligence and analytics, integration, and data integrity empower people to make smarter decisions, strengthen customer relationships, and drive growth. Our dedication to customer success is unmatched in the industry. That's why thousands of leading organizations rely on Information Builders to be their trusted partner. Founded in 1975, Information Builders is headquartered in New York, NY, with offices around the world, and remains one of the largest independent, privately held companies in the industry.

Visit us at informationbuilders.com, follow us on Twitter at [@infobldrs](https://twitter.com/infobldrs), like us on [Facebook](https://www.facebook.com/informationbuilders), and visit our [LinkedIn](https://www.linkedin.com/company/informationbuilders) page.

Find Out More

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

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