

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 phase. Collaboratively, this enables customers to accelerate the product anchoring and adoption process, so they can realize business value sooner from the Information Builders software.

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

InfoResponse Premium Startup isn't just for new customers. Many existing customers are moving to the latest version of our business intelligence (BI), analytics, and data management, to take advantage of innovative new features introduced. These clients can also use InfoResponse Premium Startup as an 'insurance policy' to ensure a smooth, seamless transition during their upgrade.

Unlike InfoResponse Premium, which is an annual contract, InfoResponse Premium Startup can be purchased for three or six months. The heart of the program is your designated account support manager (ASM); your liaison to all the resources Information Builders has to offer. The ASM ensures that you are getting the maximum value from your software investment by scheduling conference calls with 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 Startup Features

- **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 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.

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.

- **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.
- **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 analyzing 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. Priority Queuing - In addition to prioritizing cases by problem severity, your cases are automatically given top priority.

About Information Builders

Information Builders provides the industry's most scalable software solutions for data management and analytics. We help organizations operationalize and monetize their data through insights that drive action. Our integrated platform for business intelligence (BI), analytics, data integration, and data quality, combined with our proven expertise, delivers value faster, with less risk. We believe data and analytics are the drivers of digital transformation, and we're on a mission to help our customers capitalize on new opportunities in the connected world. Information Builders is headquartered in New York, NY, with global offices, and remains one of the largest privately held companies in the industry

Find Out More

We can help you succeed. Talk to your local Information Builders representative to learn how. Visit us at [informationbuilders.com](https://www.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](https://www.education.ibi.com).

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