

Cognos Guardian Services

Get it Right the First Time

We know you want to make the most of your Cognos technology investment. Cognos Consulting provides expert resources to ensure successful software deployments and implementations.

Cognos Consulting has helped thousands of customers deploy Cognos solutions. We know the criteria for success, and we understand the complexities, dynamic forces, and interdependencies that can impact a project. We can help reduce risk, maximize ROI, and implement your solution on-time, on-budget, and within scope.

If you've enlisted the services of a partner or are leading your Cognos project with an internal team, we offer a flexible engagement model. With Cognos Guardian Services, you gain the benefit of a multi-party engagement. This allows you to leverage internal, partner, and Cognos expertise to maximize service value and project delivery.

Cognos Guardian Services provide certified and experienced consultants who collaborate with your project team to successfully manage your implementation. Our consulting team offers proactive assistance during critical checkpoints in your implementation and deep technical and application expertise throughout your project.

Technical Account Management

The goal of our consulting team is to ensure "right the first time" solution delivery. With this approach, we leverage knowledge gained from previous customer implementations and reduce the potential risk of costly rework and associated delays downstream. We work with you and your partners to define the project, monitor progress throughout the cycle, and resolve any issues quickly.

Heading up the Cognos team is the Technical Account Manager. The Technical Account Manager:

- Proactively manages your project alongside your project managers and partners, helping to make

certain the right resources are included in your extended team.

- Monitors your project and suggests appropriate methods and practices, including the Cognos Solutions Implementation Methodology (Cognos SIM) and solution accelerators, such as Cognos Performance Applications and Cognos Blueprints.
- Provides solution advice and engagement reviews, as well as issue identification, escalation, and resolution.
- Provides linkages to other Cognos functions to help leverage other resources.
- Ensures that appropriate training for the project team and end users is planned for through the right mix of Cognos Training. This helps to ensure the team has the right knowledge and skills, and end users are up to speed on their new software, improving user adoption.

Flexible Service Packages to Meet Your Business Needs

A successful software project depends on having a competent and effective project team. With that in mind, we offer flexible review, technology and application service packages delivered by technical experts. These services are delivered to your project as required to compliment the capabilities of your existing project team.

By engaging Cognos and partner resources, you can leverage specific expertise and close knowledge gaps to maximize service value. The Technical Account Manager helps to guide you in the selection of service packages that are best suited to your business needs, ensuring they are focused on the most critical activities, and manages their delivery.



THE NEXT LEVEL OF PERFORMANCE™

Review Services

With Review Services, we engage Cognos consultants at critical milestones in your implementation. What's the benefit to you? We provide advice and guidance, leveraging our knowledge and expertise to keep your project on track, and helping you get it right the first time. The review checkpoints are tightly aligned with the Cognos SIM and vary by the type of solution you are implementing.

Throughout the life of your project, the review covers various aspects including technology (e.g., architecture, metadata, and security), application development aspects, and operational requirements.

Typically the application development includes an assessment of your requirements and the functionality delivered by your solution. Additional checkpoints are based on the focus of your performance management project.

- For BI, key checkpoints include the design of your framework models, reports, and security.
- For Planning, the key checkpoints also cover review of the design and build of the planning models and a pre-deployment check.
- For Controller, additional checkpoints include an assessment of the design, basic structure (charter of accounts, companies, etc.) and consolidation structures, and a final review prior to deployment.

Technology Services

These work packages ensure the right technology is in place and optimized for project success at key stages. Technology Services include:

- Readiness assessment
- Installation and configuration
- Capacity planning
- Performance tuning
- Troubleshooting assistance
- Knowledge transfer

We also support areas such as backup and recovery management; patch management; system administration guidance; and batch tuning guidance and optimization.

Application Services

These work packages ensure your Cognos application is aligned, configured, and optimized for your business needs. Services include:

- Requirements assessment
- Design expertise
- Model optimization
- Report optimization
- Security assessment

Contact Us

If you need more information or have concerns about your project plan, contact your local Services Manager or Account Manager.

To have a local Service Manager contact you, fill out the Services Request Form on our Web site:

<http://support.cognos.com/en/consulting/about/request.html>

Email: gcs@cognos.com

About Cognos

Cognos, the world leader in business intelligence and performance management solutions, provides world-class enterprise planning and BI software and services to help companies plan, understand, and manage financial and operational performance.

Cognos serves more than 23,000 customers in more than 135 countries, and its top 100 enterprise customers consistently outperform market indexes. Cognos performance management solutions and services are also available from more than 3,000 worldwide partners and resellers.

Proven Methodology Leads to Successful Implementations

Used by our customers, partners, and employees around the globe, the Cognos Solutions Implementation Methodology (Cognos SIM) is a step-by-step guide to the complete implementation lifecycle. The Cognos SIM is based on the five project phases — *Analyze, Design, Build, Deploy, Operate* — and includes a project management layer.

The scalable implementation methodology features proven tools, guidelines, templates, techniques, and role definitions for the activities, tasks, and deliverables in each phase. The project management function helps project managers complete all planning tasks and monitor and manage all activities, outcomes, risks, schedules, and budgets.

Because configuration and deployment procedures vary according to product line, particularly in the design and build phases, Cognos has developed different implementation roadmaps. They include roadmaps for BI, BI migration, BI conversion, and planning. Other roadmaps are under development.



