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ALLIANCE SUPPORT PLAN COMPONENTS

The Alliance support plan is a premium support service that supplements the Standard support plan by adding personalized, proactive service management and priority response times. Customers wishing to upgrade to this service can purchase individual ‘units’ of Alliance for a defined Support Group (see *Cognos Support Model* in the Cognos Support Plans Guide). An Alliance unit does not automatically cover all physical locations of Cognos installations or all defined Support Groups. A customer who requires Alliance support services for multiple Support Groups will need to purchase more than one unit of the Alliance support plan.

Alliance customers can also choose to add-on Global Support and thus allow their globally dispersed Support Contacts to contact a support center in their region, regardless of the region where the support plan was purchased (see *Global Support* in the Cognos Support Plans Guide).

SERVICE MANAGEMENT

The Alliance support plan includes all of the services of the Standard support plan plus:

- Four Alliance Support Contacts, one Primary and three Secondary Support Contacts who can access Alliance support services
- A Cognos Primary Alliance Contact (PAC), a named Support Analyst, to help manage your support services and cases
- Access to a senior Alliance technical support team
- Proactive services such as case status reporting and problem alerts
- Site visits (maximum of two per year) to better understand your support needs and your environment
- Shorter initial response times (based on case priority)
- Twelve Extended Coverage Service cases per year.

Support Contact Entitlement

Alliance support plan customers are entitled to four Alliance Support Contacts for each unit of Alliance they purchase. These are in addition to the Support Contacts they are entitled to under the Standard support plan. Alliance Support Contacts must be members of the Support Group the Alliance unit was purchased for (see *Cognos Support Model* in the Cognos Support Plans Guide).

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Cognos Primary Alliance Contact (PAC)

Alliance support plan customers enjoy a personalized level of service coordinated and delivered by a Cognos Primary Alliance Contact (PAC). A PAC is a named senior Support Analyst who serves as your representative in Cognos Support and navigates the organization on your behalf. Your PAC works with you to ensure that all of your cases are adequately prioritized, that the proper resources are assigned, and that there is constant communication between Cognos Support and you. In addition to delivering or coordinating all of the services included in the Alliance support plan, your PAC can also escalate an issue if necessary.

Alliance Technical Support Team

Alliance support cases are automatically routed (by product) to a team of senior Alliance Support Analysts who work closely with your PAC and are knowledgeable about your specific systems environment and business needs. With priority response and an assigned Alliance technical support team, your issues are in the best hands for quick resolution.

Case Status Reports

Case status reporting provides regular summaries for all outstanding cases. This service is provided automatically to Alliance Support Contacts and ensures that the status of all cases is clear. Case status reports include a description of the case, when it was logged, date of last activity, the status of the case and the customer and Cognos contacts that have worked on the issue.

All case status reports are sent by your PAC and include information on cases logged with Cognos from all of your locations.

Problem Alerts

This proactive problem avoidance service provides you with regular notification of high impact issues that could affect your Cognos environment. Cognos sends a summary of high impact problems to Support Contacts and identifies any available solutions or, if no solution is available, how the issue is being handled.

Site Visits

Alliance support plan customers are entitled to a site visit for each Alliance unit purchased (up to a maximum of two site visits per year). These mutually agreed to visits will be conducted by your PAC at your Support Group's physical location or, if you have purchased Global Support, your chosen "Primary site" location. The following are activities that could be included in a site visit:

- Familiarization with your operations
- A review of your systems and applications
- Building an environment profile
- A review of any outstanding issues
- Setting expectations on policies and procedures.

