Advance our Partnership

IBM Sterling
Order Management Support

February 29, 2024

↗*Advance* our
Partnership

IBM Sterling
Order Management Support

We trust you have big plans ahead in 2024 with IBM Sterling Order Management. Whether go-lives, migrations, expansions, peak season - there are no shortage of critical business milestones!

Whatever journey lay ahead for you, it is imperative you maximize your IBM Support experience, and build a partnership that is an asset contributing to your important and timely outcomes.

Join IBM OMS Support leadership as we share our experiences on how you can best partner with IBM Support throughout this journey.

From leveraging our Support and escalation processes, optimizing our exchanges through a case, or aligning to published technical best practices - we each have a critical role to play.

We will also share how the delivery of the new Advanced Support offering has become a game changer for our clients and IBM Support alike.
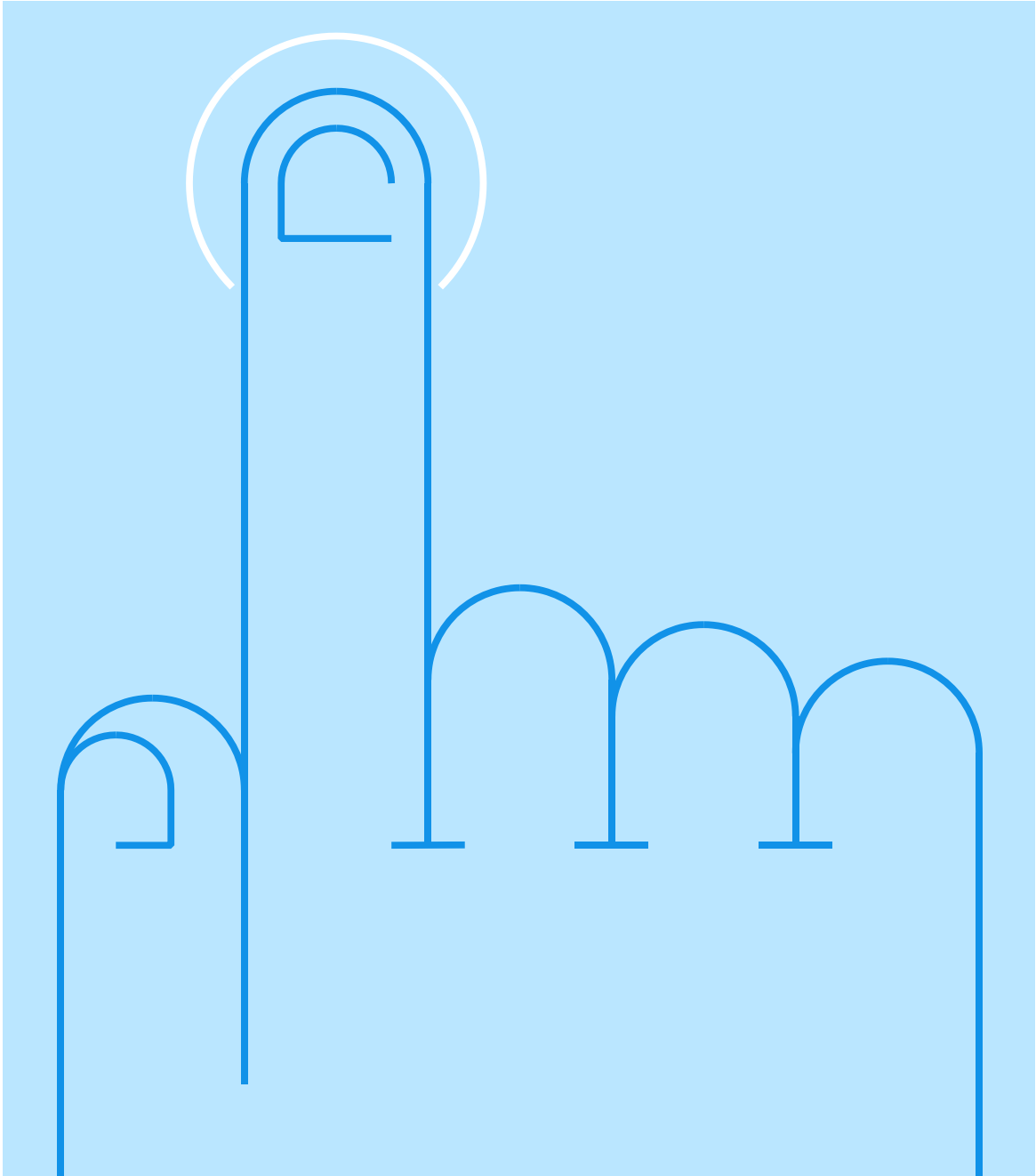
Have a Question(s)?

1 Open the Chat panel from the link in the lower right of the meeting window:
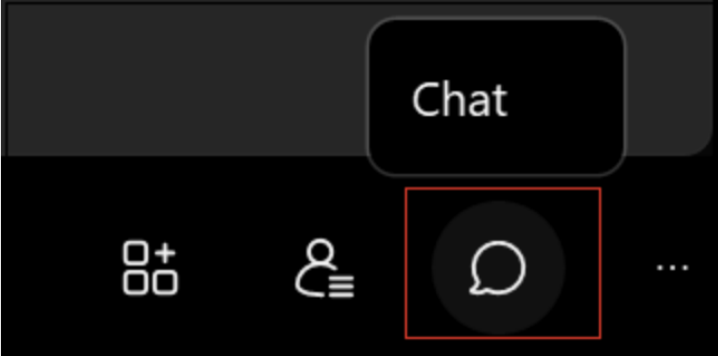
2 In the **To** drop-down list, select the recipient of the message.

3 Enter your message in the chat text box, then press **Enter** on your keyboard.

IBM

Today's Agenda

Mike Callaghan

Program Director – Order Management Support

IBM Sustainability Software

Toronto, Canada

Louis Dawson

Senior Manager - Order Management Support

IBM Sustainability Software

Amsterdam, Netherlands

Mallika Sagar

Senior Manager - Order Management Support

IBM Sustainability Software

Raleigh, USA

Part I : 25 minutes

Your 2024 Plans, Our Mission

OMS Support - Worldwide Expertise

Technical Best Practices

Maximize Your Support Experience

Help us, Help You

Case Severity

Escalating your Support Case
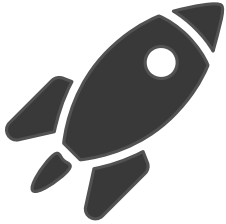
IBM Advanced Support

Part II: 20 minutes

Discussion → Advanced Support

Part III: 10 minutes

Q&A

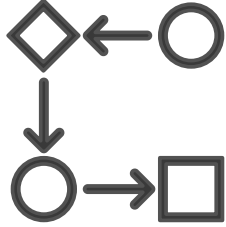# What are *your* plans in 2024 for IBM Order Management?
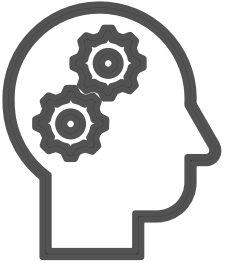
First Go-live

OMoC migration

Sterling Intelligent Promising

Stack upgrades

On-Prem to Cloud

Call Center, Store, Order Hub

Container deployment

Expansion

Holiday Peak Season

Our Mission

Help you succeed through partnership, expertise and honesty.
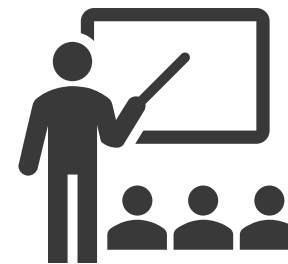

Case Handling

Drive Serviceability

SaaS Monitoring

Drive Quality
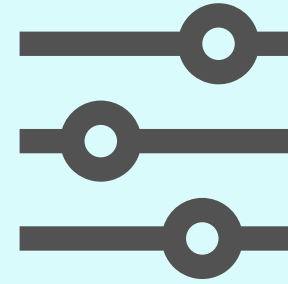

Best Practices

Drive Stability
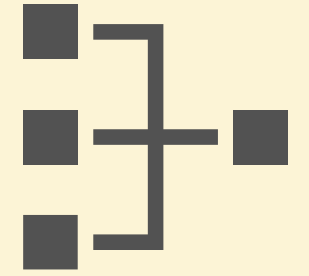
Technical Best Practices

In case you missed it...
ibm.biz/IBM-OMS-HolidayReadiness

- ✓ 2023-03 | Journey to Peak Success
- ✓ 2023-05 | Payment Integration
- ✓ 2023-08 | Recommendations & Best Practices
- ✓ 2023-09 | Panel Discussion
- ✓ 2023-10 | Peak Day Preparedness
- ❏ 2024-03 | *Coming soon!*

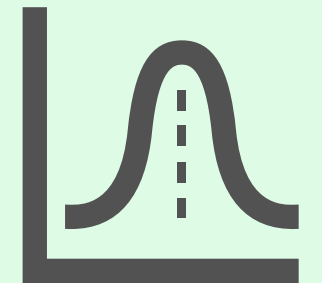*Visit our NEW* comprehensive Performance Guide!

Application

Integration

Database

Testing

Help *us* help *you* –
What *exactly* is the issue?

A well-defined problem is much easier to triage, quicker to mitigate and resolve!

Performance or Functional

Business Impact

Ongoing or intermittent?
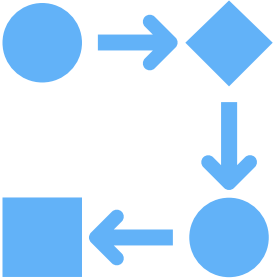
Steps to recover, or recreate?

MustGather data & diagnostics ([Link](#))

Documentation reviewed

Help *us* help *you* –
Ongoing Case Interaction

We each have a role to play to ensure clear communication and help expedite resolution

Triage approach, action plans

Provide ETA to take next action

Next action plan, target date

Have a call when needed

Your Support agent *owns* the case

Document everything!

Help *us* help *you* –
Case Closure

Positive case closure is a critical step to ensure we all close the loop on the issue
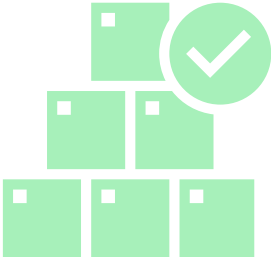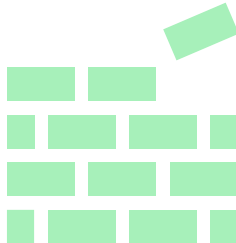
Documented summary

Confirm acceptance of resolution

Confirm steps to identify, triage

Share all actions taken to resolve

Implement actions to prevent

Provide feedback via Survey!

Case Severity

You *determine severity,* *we* *respond accordingly.*

Choosing and maintaining the right Severity on your case is imperative to our partnership. Augment the case with a detailed Business Impact statement. Let us know if this changes!

Critical impact
needs immediate mitigation

Unable to capture orders, unable to access Store or CC

1

Significant impact

Production performance or deployment issues

2

Moderate impact

Non-prod deployment, functional, config issues

3

Minimal impact

How-to question, non-technical request

4

Escalating your Case

Not meeting your expectations? Deadline is at risk?
It may be time to escalate!

But **before** you do so, ensure the Support Agent is informed:

1. A ***recent*** Business Impact statement, which may differ from when the case opened – *increased impact to production, deployment deadlines, key milestones*

2. Case Severity reflects the ***current impact***, which may differ from when the case opened

3. If you need an update – just ask for one!

4. Consider updating the case to ask for a **direct call** with the Support Agent – *ensure aligned on the issue, impact, next steps, and follow-up dates*

01 Communicate with the Support Agent via the case. Request a call or WebEx session if needed.

02 Press the Escalate Button in the Support Portal to notify Support Management of need to escalate

Just opened a new case with critical impact?

No need to escalate a new case if you have documented the correct Severity and Business Impact accordingly. The case will be prioritized. That's exactly what these fields are for!

Escalating your Case

Once the Support Agent is informed with the latest impact, if the progress is still not sufficient, the best way to escalate is case is to *click the "**Escalate Case**" button!*

Escalate Button in the IBM Support Portal
- Available after initial response SLO expires
- Prompts for reason code, select appropriate
- Remains open until a response to concern is received

This is the most **efficient** and **effective** way to Escalate
- triggers immediate alert for Support Management 24x7
- facilitates a closed-loop response when necessary
- drives ongoing increased visibility to the case

Escalating via Sales, CSM, or IBM Leadership is very indirect!

Alternatively, you may call in to request to speak to the Duty Manager. Check Numbers →

01
Communicate with the Support Agent via the case. Request a call or WebEx session if needed.

02
Press the Escalate Button in the Support Portal to notify Support Management of need to escalate
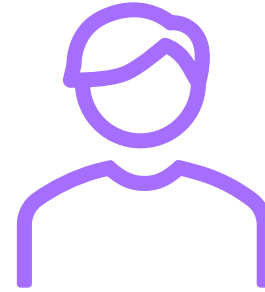
Advanced

IBM Support Offering –
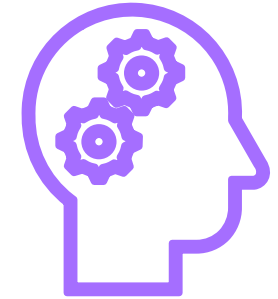## **Advanced Support**

NEW in 2Q23!

An enhanced support experience on top of your active IBM support subscription, providing prioritized case handling and shorter response time objectives

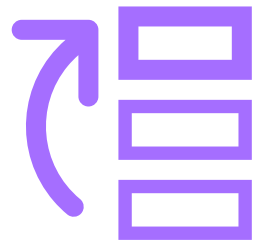🌐 www.ibm.com/support/pages/ibm-advanced-support-offering

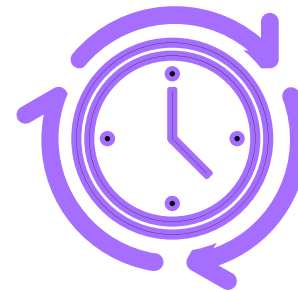Named IBM Advanced Support Focal (ASF)

Priority access to Senior Technical Support Squad

Enhanced initial, ongoing response SLOs

Higher ongoing case prioritization

24x7 coverage for priority Sev-2

Manage, escalate backlog via cadence, reporting

Base Support vs Advanced Support

Deliver	Base Support		Advanced Support	
S&S Stands for **Support**: Problem resolution via access to our deeply skilled, industry leading technical support professionals **Subscription**: Preventive care from product fixes, security patches, and updates.	X		X	
Access to 24x7 Sev 1 response Digital Self Service Community, Chatbot, Cognitive search and chat, Expert community forums Online docs & best practices	X		X	
Response Time Goals	Initial	Ongoing	Initial	Ongoing
Severity 1	2 hours (7*24)	N/A	30 mins (7*24)	1 hour or as agreed
Severity 2	2 business hours	N/A	1 business hour	8 business hours or as agreed
Severity 3	2 business hours	N/A	1 business hour	2 business days or as agreed
Severity 4	2 business hours	N/A	1 business hour	3 business days or as agreed
Higher Support Case Prioritization			X	
Mutually agreed Critical Support Sev 2 cases will be worked 7*24 if Customer agrees to work 7*24 as well			X	
Single Software Support Executive Sponsor for Hyper-care Support situations			X	
Priority access to Senior Technical Support Professionals			X	
Support Case Lifecycle management - Monitoring, managing and assisting in critical Support cases including engaging appropriate escalation processes			X	
Support Case reporting and trends, clarity of status of priority cases on a mutually agreed basis to ensure proper case prioritization with business alignment			X	

Advanced
SUPPORT

Next Steps

IBM Advanced Support

www.ibm.com/support/pages/ibm-advanced-support-offering

Contact your IBM Client Success Manager, Account representative, or Mike Callaghan(mcallagh@ca.ibm.com)

Sterling OMS Support 101
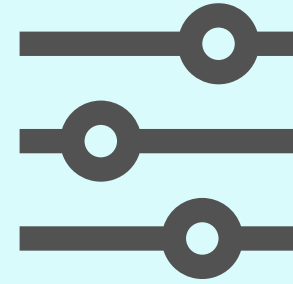
www.ibm.com/community/101/sterling/oms/
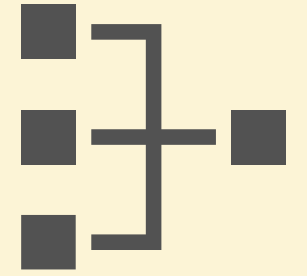
Technical Best Practices

Start with the new Performance Guide

Partner with Support – *Power Bites!*
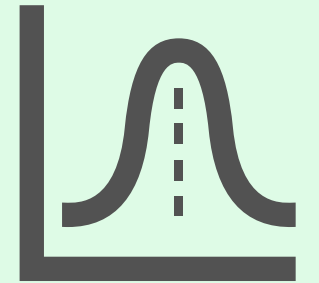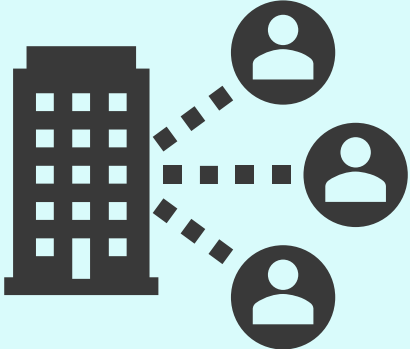
IBM Sustainability Software

Partner with IBM Support
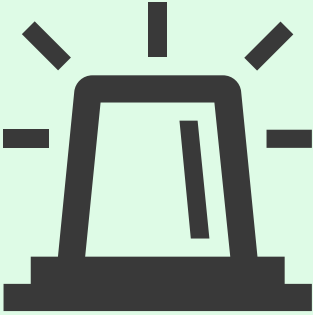
Proactive Support

Coming soon!

Roles & Responsibilities

Working through a Support Case

Business Impact & Escalation

Proactive SaaS Support Model

Questions?

Thank you!

New IBM Advanced Support
Enhanced Support Experience above base support

Overview	Value
• Provides increased responsiveness • Higher Support Case prioritization • Priority access to Senior Technical Support Professionals	• Provides a higher level of service above the base Support & Subscription model • Allows clients that require a higher priority level of support to receive special case handling and enhanced SLO's • Differentiated Support experience for customers based on their needs

IBM Software Support

Offerings	Description	Details
Base Support	**Base Support** help and troubleshooting (24x7) • Sev 1: 2 hrs. • Sev 2-4: 2 business hr.	• Product defects / break-fix • Error message analysis • Assistance with problem determination • Advice on obtaining help from other IBM resources for enhancements, services, etc.
Advanced Support	**Advanced Support** provides an enhanced support experience above Base Support. • Sev 1: 30 mins • Sev 2-4: 1 business hr.	• Increased Response time • Higher Case prioritization • Executive Sponsor for Hyper Care Situations • Access to Senior Technical Support Professionals
Technical Account Manager	**Technical Account Manager** provides day to day technical expertise and advisory	• Triage support / Case Report of Open Support Issues • Account Delivery Plan • Expertise Connect Quarterly Report • Knowledge Sharing / Technical Expertise

Advanced Support and Expertise Connect – Program Value

Capabilities	Advanced Support	Expertise Connect
Increased Support case responsiveness - Sev1 Initial response 30 mins (7*24), Sev2-4 -Initial Response 1 Business hour	X	
Higher Support case prioritization	X	
Priority access to senior technical support professionals	X	
Mutually agreed sev2 cases worked on 24x7 basis	X	
Tailored support experience via case monitoring/management, increased case responsiveness and prioritization	X	
Dedicated Technical Account Manager as on-demand product expert		X
Accelerated business value through on-going hands-on collaboration		X
Enhanced outcomes with technical orchestration, capacity reviews, architecture signoff, health reviews, performance recommendations		X
Knowledge Sharing to increase client self-sufficiency		X
Proactive Health Assessments to drive operational improvements		X
Access to Best Practices on upgrade/migration, event readiness, new product features etc		X