

**WE'VE  
GOT IT  
COVERED**



  
portal partnership

## Premium Support Advocacy Alliance

Portal Partnership & IBM working together,  
Assurance support tailor-made for your  
business needs.

### Portal Partnership Support

Portal Partnership and IBM are teaming up to offer an exciting new breadth of support service which has previously been inaccessible to customers. Working with IBM we are offering to the market the highest possible levels of technical support for IBM Lotus customer infrastructures which includes proactive management, priority escalation and rapid resolution of business critical support issues.

This new support offering is only available to a select number of Business Partners and because of Portal Partnerships existing support infrastructure and long term relationships with our customers' we are fully aligned to work alongside IBM to fulfill this latest offering.

"Bringing together our Assurance support and IBM's Advocacy support offering into a combined package gives customers the best of both worlds. Delivered directly through our UK-based Service Desk and TIER3 Lotus engineers; Advocacy Alliance provides organisations with the technical backup and escalation they need on-demand." Shamus Kelly, CEO, Portal Partnership

When you partner with us, we ensure that you get fast access to technical experts who know and understand your environment. Whenever you contact our Support Centre you can speak immediately to a technical consultant who will expedite a resolution to your problem as quickly as possible.

## What you get

Advocacy Alliance entitles you 50 hours of engineering support call-off from our specialist Lotus engineers for incident escalation or proactive problem management.<sup>i</sup> Working with your designated primary technical contact (PTC), we will gain in-depth knowledge of your infrastructure via an upfront familiarisation exercise with an onsite presence and post-visit report.

Our adaptive delivery framework means you have the flexibility to direct support effort based on business needs and regular time utilisation reports give you the control you need. Our secure self-service customer portal allows you to view the status of existing tickets and log new issues via priority escalation routes.<sup>ii</sup>

<sup>i</sup> Valid for 6 months from point of purchase

<sup>ii</sup> <https://mysupport.portalpartnership.com>



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## Why Advocacy Alliance & Portal Partnership?

The breadth and depth of our expertise enables us to deliver a portfolio of adaptable support and management services underwritten by service levels to meet your needs. Knowing that your technology is in reliable, capable hands enables you to focus on your core operations, secure in the knowledge that we are working to:

### What does IBM provide within the Advocacy offering?

- Protect your business from downtime and disasters.
- Enable your IT team to function more efficiently and deliver results.
- Safeguard your business reputation.
- Highlight opportunities for improvement.
- Meet and exceed your service levels.
- Priority support level above the standard Passport Advantage.
- Priority call handling, increased focus and rapid escalation of all support issues raised with IBM.
- Selected partner support staff work with a Accelerated Value Leader acting as your advocate with the IBM Support and Development organisations.
- Problems raised by partner support staff route directly to IBM Level 2 Support Engineers.
- Partner support staff and a Accelerated Value Leader work together to provide:
- Proactive joint management of all your support issues.
- Critical situations management. Coordination of multiple, disparate or related support Issues.
- A clearer more focused support relationship with IBM.

- **Support Partner of choice for major UK Lotus users.**
- **Premium IBM TIER1 support Partner.**
- **Established Support function for over 15yrs.**
- **Direct access to specialist IBM certified engineers.**
- **Adaptive Delivery framework.**

**For more information on how we can help you to succeed call us on the number below or visit our website today.**



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