



COGNOS SUPPORT PLANS

Excellence in customer support is about more than just providing technical answers—it's about ensuring your success through innovative tools and services, flexible support plans, and online resources. Regardless of the plan you choose, Cognos Support and our team of highly skilled analysts in support centers around the world can help you solve problems, gain knowledge and expertise, and increase the self-sufficiency of your Cognos user community.

STANDARD SUPPORT PLAN

The Standard support plan is our basic support offering that provides essential maintenance and support services to help you maximize your investment including:

- Product releases and updates
- Extensive online support services
- Support case logging by Web or phone
- Prioritized response and expert assistance from our skilled support analysts

Product Updates and New Releases

Cognos continually invests in enriching our products. As a supported customer you can download product releases, updates and related documentation that become available during the life of your support contract from the Support Web site. Register for Cognos Watch, our email update service, and be automatically notified when these updates are available.

Online Support

The Cognos Support Web site has been named five times to the ASP's Top Ten Best Web Support Sites list due to the mix of self-service resources and innovative tools that are available to you 24 hours a day. You can search our ever-growing Knowledge Base of solutions, download product documentation, and read *Supportlink* our online technical magazine with product tips and techniques. You can also learn Best Practices to help you achieve success with Cognos.

Assisted Support

If you can't find the answers you are looking for on the Web site, you also have access to over 300 highly skilled support analysts in support centers throughout The Americas, Europe and Asia Pacific. These analysts provide solutions and thoughtful advice in a multitude of languages, during your business hours. Our analysts are dedicated to customer service and will make an extra effort to ensure issues are resolved to your satisfaction.

Our European and North American centers have repeatedly achieved SCP certification, the internationally recognized standard of best practices for delivering world-class technology support. We are also focused on developing innovative new tools like Cognos Support Accelerator, a unique diagnostic utility that can speed case resolution by eliminating the "20 questions" you hear when you log a case.

ALLIANCE SUPPORT PLAN

The Alliance support plan is designed for customers with complex operations (those with multiple product families or thousands of users) who want a collaborative partnership with Cognos and a more proactive support arrangement. This premium plan includes all of the Standard support services, plus additional elements including:

- Primary Alliance Contact (PAC), a senior support analyst with in-depth knowledge of your applications and systems. Your PAC manages your cases and support services, conducts site visits and works to build a collaborative partnership to ensure your success.
- Access to a team of senior Alliance support analysts who will work closely with your PAC to resolve cases.
- 4 additional Support Contacts who can access Alliance support services.



THE NEXT LEVEL OF PERFORMANCE™

- Proactive case summaries and notification of product advisories to help you solve issues before they become an issue.
- Site visits (max. of 2) so we can better understand your support needs and your environment.
- Faster response times to logged cases so your cases are resolved sooner (response in under one hour).
- 12 Extended Coverage Service cases to give you 24x7 access to support for your business critical applications.

SUPPORT ADD-ONS

Extended Coverage Service

If you have business critical Cognos applications and need to have these applications running 24x7, you should purchase Extended Coverage Service (ECS). ECS is available in packs of 12 cases and each case will cover one after hours support case. Alliance support customers receive one ECS case pack with their plan. With ECS, rest assured that you are covered 24x7 for any critical issues that may occur. Our knowledgeable support analysts will provide timely and helpful assistance to get you back on track.

Global Support

Typically, Cognos provides you with support in the region where your software licenses and support were purchased. Global Support is a valuable add-on for multinational customers with a shared server infrastructure and Cognos applications supported in different regions. This add-on allows Support Contacts to access a support center in their local region, and usually in their preferred language, regardless of where support was purchased.

Additional Support Contacts

Support Contacts are a group of senior technical staff in your company with extensive knowledge of Cognos products. This group is typically your internal 'help desk' team and they are the only people authorized to raise issues with Cognos Support. The number of Support Contacts you are entitled to is based on your number of supported users. However, if additional Support Contacts are required, they can be easily purchased at any time.

LEARN MORE ABOUT COGNOS SUPPORT

For further details on Cognos support plans or support add-ons, see the *Cognos Support Plans* guide at <http://support.cognos.com/en/support/about/guide.html>

If you are interested in purchasing support for your company, contact your sales representative or nearest support renewal office. Contact details can be found at <http://support.cognos.com>.

ABOUT COGNOS

Cognos delivers software and services that help companies drive, monitor, and understand corporate performance. Cognos delivers the next level of competitive advantage—corporate performance management (CPM)—achieved through the strategic application of BI on an enterprise scale. Our integrated CPM solution helps customers drive performance through planning; monitor performance through scorecarding; and understand performance through business intelligence. Cognos serves more than 23,000 customers in over 135 countries.



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