

# Inca Technical Support

Inca is the leading IBM Business Analytics partner in the UK, providing high quality technical assistance and services to all supported customers.

## 5 reasons customers choose Inca Support

- Dedicated Helpdesk team; one hour response during business hours.
- Online support services system available 24/7.
- Remote assistance for first hand diagnosis, on-site assistance, if required.
- Access to the Inca technical knowledgebase.
- Authorised IBM Software ValueNet (SWVN) provider.

*"I am always extremely impressed with the fast response from the Inca support team. My issue was resolved within minutes!"*

Kate Adamson, Paperchase Products Ltd

## What to Expect

Inca's technical support team is renowned for its unrivalled customer service and the dedicated expertise it provides. As the leading IBM Business Analytics partner in the UK, Inca understands the importance of being there when needed. Sharing new information, being responsive to change, and working through solutions with clients is part of Inca's responsibility in providing support.

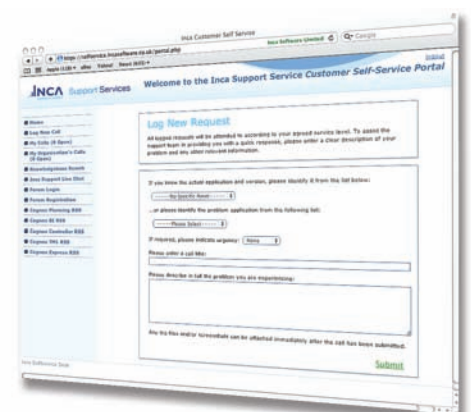
As the expectations of application users increase, organisations' success depends on how effectively computing technology works, and how well it is maintained. Supported Inca customers have the reassurance of knowing technical assistance is always at hand, providing in-depth knowledge of the IBM Business Analytics products and solutions they use.

## Level of Support

All customers with a current Inca support contract are eligible to receive technical assistance - including problem determination

and resolution; temporary fixes and/or workarounds; and case escalation - from Inca's dedicated Helpdesk team, and can be assured of end-to-end assistance, from a single point of contact, wherever possible. Inca's Support team retains full ownership of cases in the event that a call needs to be escalated to IBM Cognos in order to provide a resolution. Customers are able track their query online should they wish, and will receive regular progress updates from the Support Team. Supported customers benefit from access to real-time IBM Cognos product information, including new releases and enhancements notification, on Inca's support services system.

All of Inca's supported customers receive a Service Level Agreement document, outlining in detail the support clients can anticipate.



## Inca

Founded in 2002, Inca is the largest and most successful UK IBM partner, providing customers with the full suite of IBM Business Analytics and Optimisation products. In 2010 Inca not only achieved the prestigious IBM Premier Business Partner status but also received the IBM EMEA Business Partner Excellence Award out of recognition as the European reseller of the year. Inca has continued to expand its software, service and support offerings and grow its business in the UK. Inca currently supports and provides services to over 400 organisations across all industry sectors, and is the IBM Partner of choice for companies who want to gain a clear understanding of business performance through improved business analytics and optimisation processes.

## Inca

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