



## IBM Cognos Support

Simpson Associates: **SERVICE**

[www.simpson-associates.co.uk/customerservices](http://www.simpson-associates.co.uk/customerservices)

Simpson  
Associates

*Simpson Associates are a leading and highly regarded IBM Cognos support providing partner, delivering high quality support services.*

### How We Operate

Simpson Associates are one of the largest independent IBM Cognos support providing partners, with a proven record of successful and rapid issue resolution.

With Simpson Associates' Support Services, our customers have access to dependable, qualified support analysts with an in-depth knowledge of the products and solutions used.

We support a wide range of IBM Cognos information management environments, ranging from the simple to the complex, comprising:

- Business Intelligence (all series 7 and 8);
- Office of Finance (Enterprise Planning, Controller and Cognos Finance);
- Data Management (Data Manager).

Support requests can be logged with us directly using our free phone number, by emailing our help desk or by entry within our support portal.

All requests are allocated to a support analyst, who will manage the case through to completion. Our customers can monitor the details of every one of their cases online.

We use a variety of technologies to re-create, to diagnose and to aid the resolution of issues. This can include Webex access to server environment(s) and porting components of application(s) to our test servers where this helps to solve a problem.

We operate efficient administrative processes to help our customers renew their support agreements with the minimum of fuss.

***"I just wanted to express my commendation for all the help we have received from Simpsons; this support has been second to none!"***

Global Systems Analyst, Innovia Films

### The Top 5 Reasons Customers Choose Us

1. Our guaranteed response time within two business hours is one of the fastest available;
2. Our practice of allocating a dedicated support analyst to each case ensures a continuity often lacking with many global help desks;
3. Our customers develop good working relationships with our support analysts, who increasingly understand the environments that they support;
4. Our support analysts take an inclusive approach; if a problem turns out to be with supporting hardware or software and we can help, we will;
5. Our support analysts undertake technical audits to ensure that they have a good understanding of our customer environments when solving problems.

### Levels of Support

First level support is provided by Simpson Associates. First level support includes: technical assistance, assistance with problem case handling, case tracking and status reports, the resolution of problems and the escalation of cases. Customers have access to online knowledge bases and technical notes. Software downloads are provided by Simpson Associates, when required.

Second level support is provided to Simpson Associates by IBM. Second level support includes: new software releases, maintenance releases and hot-site fixes.

### Contact us

Should you have any questions or require any further information, the team at Simpson Associates will be happy to help you with your request.

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w | [www.simpson-associates.co.uk/customerservices](http://www.simpson-associates.co.uk/customerservices)