

CBH Customer Care

SOLUTION BRIEF



Overview

In an effort to better serve our rapidly growing community of customers, CBH has formed a post-production Support Team. The mission of this team is to deliver the highest level of support by continuing to focus on innovative solutions and knowledge development for Cognos products.

This care guide offers an overview of the services in place today. These services have been developed based on the experiences CBH and our customer's share deploying and working with Cognos solutions. They are designed to help you take on the issues that your business faces today and in the future. Increasing your organizations performance through responsive services and support is central to our success.

Why CBH Customer Care?

Cognos Support typically handles application errors only. Questions specific to the unique models in production can often be better handled by the organization that helped you deploy your specific solution, your services partner. Because we built your unique solution, we are in the best position to provide the needed ongoing front-line support to maximize the return on your investment.

Additionally, we can assist you in crafting a solution that puts complete Cognos Administration in our hands, to avoid having to staff this highly unique skill set in-house.

Program Benefits

We know that your support needs should match your business requirements. That is why CBH offers three support programs: *Standard, Extended, and Enterprise Care*. These support systems are designed to maximize the effectiveness of your Cognos solution, in order to allow you to get the most from your technology investment. Programs can be fitted to meet your requirements. For example, Customer Care Managers or after hours Support can be added.

CBH Customer Care is a fit for organizations that have:

- Experienced challenges in maintaining their Cognos solution
- A need for better scope of support for your user community
- Difficulty hiring/keeping a qualified Cognos Administrator on staff
- A desire to maximize the benefits of their Cognos solution, promoting rapid user adoption, and satisfied internal 'customers'.

CBH has staffed our Customer Care Center, based in Irvine, CA, with Corporate Performance Management professionals with expertise in:

1. Systems engineering/environmental issues
2. Analyst Model Building (minor enhancements and troubleshooting)
3. Model deployment (Contributor Administration)
4. Performance troubleshooting
5. 'How Do I?' question assistance
6. Inbound/Outbound data assistance (minor enhancements and troubleshooting)
7. Automation assistance (Cognos Manager)
8. Interfacing with Cognos Support for application error troubleshooting

Customer Care Access

CBH Customer Care can be accessed easily and efficiently through multi-channel contacts methods, via phone, email, and web interfaces. CBH staffs a support desk 8:30a – 5pm M-F Pacific Time with a dedicated 800 number and a robust case management solution, reporting and document management system. Your cases are handled centrally and monitored to ensure timely resolution. Where appropriate, your case will be escalated to the field consultant(s) with the most knowledge of your account (e.g. your implementation Design or Build team).

CBH will work with each customer to craft the specific solution that is right for you; whether it is inbound support only, pro-active Cognos administrator duties like log monitoring and performance checks, or a combination of both.

More information on the CBH Support Programs can be accessed by contacting us at:

Support@CBHInc.com

Support level	Availability
Standard	8:30am - 5pm M-F (9 hrs / 5 days per wk)
Extended	5am M - 5pm F (24 hrs/5 days per wk)
Enterprise	24 hr / 7 days per wk