

Meet Sempre Analytics'

Support Desk



We pride ourselves on really getting to know our supported clients.

Questions such as "Which version are you on?" or "What's your account number?" will be a thing of the past.

Transacting your IBM Support through Sempre means you keep all the advantages of working with IBM Support, whilst providing you with a host of additional benefits, including:

Access to the Sempre Support Desk

- Enhanced SLA, quicker response times
- Immediate access to experienced support technicians
- No asking who you are - speak to people who get to know you and your environment
- Specialist knowledge - our support desk only deals with Cognos queries
- Answer the tricky 'how to' questions which are not the typical remit of help desks

A Dedicated Customer Success Manager

- Available over the phone and in person to talk through any issues, questions or ideas
- Proactively keeping you up-to-date on events we run and technology updates/enhancements
- Help you manage your licence estate and keep your costs to a minimum

Annual or Bi-Annual Technology Overviews

- Review of the latest releases and the 'art of the possible'
- Run by a Sempre consultant – focused on what is relevant to you, any considerations and best practices

Access to Support+

- Tailored support plan for additional assistance beyond traditional product based support
- Remote service delivery based on an hourly call-off
- Report writing, maintenance and updating key reports
- Upgrade testing

"Sempre's helpdesk manager is so helpful. In one particular instance, he helped me for over an hour. The support is remarkable."

Wei Fu, CVS

"I don't think of them as a supplier, I think of them as friends actually. Yes, they are our supplier, but they're not just that. They are more like friends."

Dipa Brevorn, Martin Brower