FIRSTCall

Update and Orientation

November 16, 2012

Cohesive
Information
Solutions Inc.

Presenting today

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Today's Objectives

- Overview Cohesive's FIRSTCall Program

- Review the benefits of FIRSTCall

- Review process to log issues into FIRSTCall
  - Web – http://support.cohesivesolutions.com/maximo
  - Email – maximosupport@cohesivesolutions.com
  - Phone – 678-233-1283

- Review how your issues are processed

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CohesiveCARE

CohesiveCARE Elements

1. **Maximo Software Sales/Hosting**
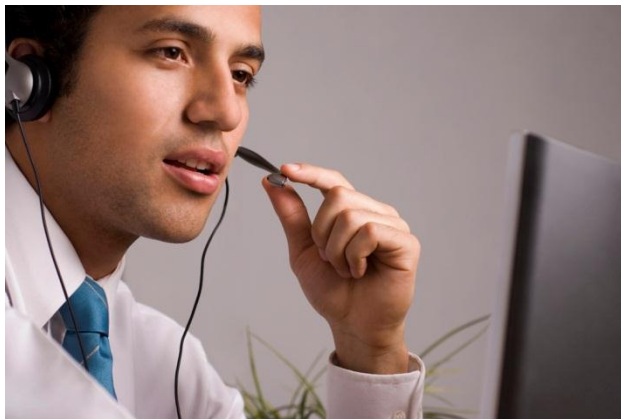

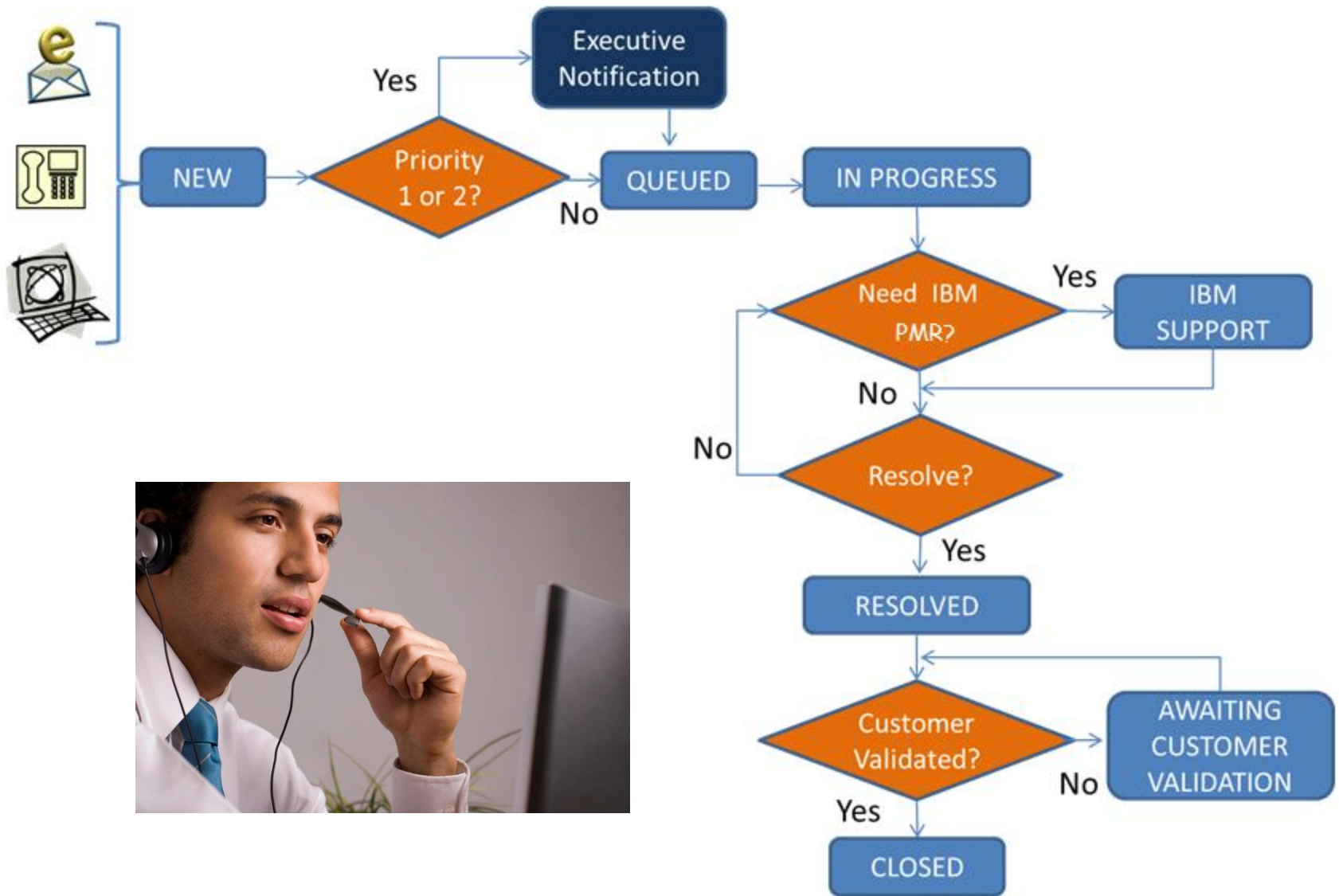2. **Proven Implementation Methodology**

3. **On-going Support**

Benefits of FIRSTCall

- Maximo experts available on the "FIRSTCall"

- Quicker Response / Quicker Resolution

- IBM-backed support plan

- Log issues 24x7x365

- Remote Diagnostics

- Total Access to IBM's Knowledge and Download Center

- Personalize support with knowledge of your implementation

- Access to Cohesive's Maximo Educational Web Series

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FIRSTCall – Service Request Status Flow

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Severity Levels and Response Times

Severity Level	Description	Response Time
1	Critical Impact/System Down	Return call within 2 hrs; 7X24 coverage
2	Significant Business Impact	Contact within 4 hrs within normal business hours
3	Some Business Impact	Contact by end of next business day
4	Minimal Business Impact	Contact by end of next business day

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IBM's New Request for Enhancement Web Site

IBM has recently migrated to a new system that collects client enhancement requests called 'RFE' - Request for Enhancement.

http://www.ibm.com/developerworks/rfe/?BRAND_ID=90

FIRSTCall™

Superior Maximo® Support

LIVE DEMO

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Q&A

Sample Cohesive's Educational Web Series

- Sept 2012 - [IBM Maximo 7.5 Licensing Changes](#)

- July 2012 - [Maximo Scheduler Primer](#)

- March 2012 - [Ad Hoc Reporting Webinar](#)

- February 2012   - [Maximo and Filenet Integration Using CONNtext](#)

- Jan 2012 - [Configuration Management in Maximo Nuclear 7.5](#)

- Sept 2011 - [What's New in Maximo Nuclear 7.5](#)

- August 2011 - [RCM Extensions](#)

- July 2011 - [What's New in Maximo 7.5](#)

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