



Advise | Support | Maintain



Introducing ASM

ASM (Advise-Support-Maintain) is a unique offering from Cornerstone Performance Management, the leaders in 'Best Practice' Business Analytics. It enables organisations with an enterprise-scale deployment of IBM Cognos Business Analytics software the security of a long-term partnership to help grow the value of their investment through:



Reliable Support

Enhance your team's reputation with quick access to our helpdesk, with its wealth of product knowledge.



Nurturing Internal Skills

By assigning a Cornerstone mentor for each member of your development team.



Project Management Techniques

Leveraging our library of templates, tips and tricks to ensure those deliverables are realised without blowing your budget.



Regular Health Checks

Be one step ahead with our guidance in anticipating issues and planning your next project.



Expert 'Master Classes'

Taking your team beyond the basics to deliver real business value in the Cognos BI, TM1, Planning and SPSS tools.

Advise | Support | Maintain

A new approach for a mature market

Business Analytics and Business Intelligence (BI) tools have proliferated worldwide over the past ten years, and Australia has been at the forefront of their adoption.

Australian businesses are now endeavouring to ensure that initial hard-fought success will lead to real cultural change and lasting acceptance of the role Business Analytics technology can play in solving key business issues.

ASM is a new offering from Cornerstone, designed to help larger organisations successfully achieve this goal.

The key to ASM is Cornerstone's experience across different industry sectors and in navigating the cultural challenges inherent in the adoption of new technology.

What do I get?

Choose the appropriate package for your organisation from the options below.

Service	Bronze	Silver	Gold
Support Call Logging	Online	Telephone & Online	Telephone & Online
Max Response Time*	Next day	4 hours	2 hours
Admin Support Services**	96 hours/year	192 hours/year	384 hours/year
Consulting Services***	1 hour/month	2 hours/month	4 hours/month
Health Check Report	Annually	Six-monthly	Quarterly
Master Class Training	1 x 3-hour class/year	2 x 3-hour class/year	4 x 3-hour class/year
Project Management Templates	Not Available	Available	Available

* How quickly you can expect an initial response to your query. By this we mean a useful technical response, not just 'thanks for your email'!

** A flexible block of support time—draw this down through the course of the year, or save it up for your peak periods.

*** Use one of our experienced consultants to help you scope out new work, or give your team expert coaching.

What products do you offer this service for?

Cornerstone is unique in the Australian marketplace in that we are recognised by IBM as a **Support Providing Partner for all Cognos BI, TM1 and Planning products**—in other words pretty much the whole Business Analytics stack. This also means that you can get 'Level 1' technical support (what you pay your maintenance for) from us if you've bought your software through us, making us a true 'one-stop-shop' for any problems you may have.

However, whether you've bought your software through us or not, if you've got any of the following products, we can offer you one of our Partner services plans:

- IBM Cognos BI (Series 7, 8 and 10)
- IBM Cognos Express
- IBM Cognos TM1
- IBM Cognos Planning
- IBM Cognos Data Manager
- IBM SPSS Statistics & Predictive Analytics

Engage Cornerstone for expert technical advice across the entire Business Analytics toolset, and for 'best practice' implementation and adoption, for a truly holistic solution.



Cornerstone Performance Management is an IBM Gold Business Partner, providing management and systems consulting services to help you analyse, visualise and manage your business the way you've always wanted to. We're also the exclusive Australian distributor of Motio version control and testing software for IBM Cognos BI.



Cornerstone Performance Management
 Head Office
 Level 13, 55 Clarence Street
 Sydney NSW 2000
 T: 1300 841 048 F: 02 9290 3932
 E: info@cornerstone.com.au