

IBM Cognos BI Support Services



ONGOING COGNOS CONSULTING SUPPORT SERVICES

Are there times when you need extra assistance in supporting your Cognos solutions and environments?



Perhaps your existing Cognos team is applied to other projects and there are more report development requirements from the Business users? Or your environment is such that you do not have a need for a full

time Cognos resource?

LPA offers BI Support Services to help address these intermittent and sometimes unexpected Cognos support needs.

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This offering provides for a flexible staffing model which provides you with access to Cognos consultants who have deep experience of all aspects of IBM Cognos technology.

Deliverables:

- Cognos support activities as needed
- Knowledge Transfer

Benefits:

- Leverage LPA Experts
- Leverage LPA Experience
- Improved ability to support end-users
- Faster time-to-market for updates and enhancements
- Avoid cost of hiring headcount to take on intermittent IBM Cognos activities



Please call us today for more information



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For over 10 years, LPA has been assisting clients implement highly successful solutions that change the way their business is conducted. Our highly-skilled staff averages 10-plus years of experience in implementing Performance Management solutions, and covers a wide range of industry experiences.

LPA's BI Support Services offering helps address intermittent and unexpected Cognos support needs. You will have access to experienced Cognos consultants using a flexible staffing model. This offering leverages the LPA BI Support Process to help manage and monitor tasks. Support services may include some or all of the following types of activities:

- Environment monitoring
- Performance tuning
- Development and enhancement activities
- Framework Manager modeling
- Recommendations on design and development activities
- ETL builds troubleshooting.
- Perform Code reviews of your team's developed items and recommend best practices

LPA's BI Support Service offering provides the following benefits

- Enables responsiveness to Business Users requirements without the expense of adding another resource to the team
- Leverages the broad experience of the LPA team to support specific and complex issues
- Proven practices from Cognos BI product experts with information transfer to your team.
- Streamlined maintenance, administration, and support processes for lower cost of ownership.



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