

Cortell Care

Choose a multi-awarded IBM Preferred Partner
for an exceptional customer care solution

Support

Training

Health Check

Upgrade & Migration

Cortell Care Overview



You've made an investment in IBM's Business Analytics software to make your business more efficient, cost-effective, risk-resistant, and competitive.

Cortell Care, a comprehensive post-sales service offering, helps you get the most of that investment.

Your Business Analytics projects don't stop when your team takes delivery of your new Business Analytics application. That's why Cortell established Cortell Care to help you on your Business Analytics journey.

Things change. You know better than anyone that your business will change over time – as well as your team.

By subscribing to Cortell Care, our consultants can help to keep your systems running throughout the critical times and to train your staff on both the technology and the business use of your applications.

To make sure your application stays relevant and to minimise any downtime and maintain your schedules, Cortell Care provides you with ongoing support and knowledge transfer to ensure you maximise your investment. Cortell Care can provide the answers and resources you need to troubleshoot any problems and keep your system running smoothly.

What is Cortell Care ?

Cortell Australia has a team of dedicated resources to help make your implementation successful.

Providing both business process and technology support when and where you need it.

Offering knowledge transfer for your applications as well as the IBM Business Analytics product suite.

Helping you deal with a changing world.

Cortell Care helps you

- > Find answers to your questions
- > Identify solutions to your business challenges
- > Build your skills base through training
- > Diagnose problems quickly
- > Adopt best-practice approaches

Cortell Support



	Business Support	Business Support Premium
Business outcome focused	✓	✓
Application support	✓	✓
Operational support	✓	✓
System administration services		✓
Dedicated Cortell Care support consultant		✓
Customised Support		
Create a support package that suits your individual needs by adding any of the following:		
Enhancement package	✓	✓
On-Demand system administrator	✓	✓
Transition services	✓	✓
24 x 7 Call out	✓	✓

Why Cortell Support Services?

Dedicated Australian-based Business Support centre focused on supporting you through all stages of the implementation lifecycle.

This is all we do – we are dedicated to the design, delivery and support of the IBM analytics portfolio.

Understanding both technical and business process drivers offers you a holistic approach to support.

Our dedicated Business Support team have a depth of experience across business support, system development and system administration.

Combining the skills and experience of Cortell's Business Support team with the knowledge and experience of Cortell's senior consulting team creates a unique blend of skills and knowledge that is truly exceptional.

Cortell Training



	Cognos Business Intelligence	Cognos Express	Cognos TM1	IBM SPSS
Business User	✓	✓	✓	✓
Developer	✓	✓	✓	✓
Systems Administrator	✓	✓	✓	✓
Analytics Modeller				✓
Analytics Analyst				✓
Classroom training Face-to-face	✓	✓	✓	✓
Virtual Classroom Online training	✓	✓	✓	✓
Customised Training	✓	✓	✓	✓
Mentoring and Coaching	✓	✓	✓	✓

Why Cortell Australia Training?

Best-In-Class Instructors

Our highly qualified instructors are experts in their respective fields. They are dedicated to share the valuable knowledge and skills gathered through years of active engagement. Their practical experience covers a range of industries, including retail, finance, manufacturing, insurance, and more.

Our Courses

Every Cortell course includes hands-on interactive exercises to reinforce theory and allows time for students to practice what they've learned in a fully functional and simulated environment. Comprehensive course manuals are provided to support the learning process - both during training, as well as a reference after the course.

Customised Training

Cortell fits training to your needs by developing courses that use your data, your processes and your environment providing a creative, flexible advantage to training.

Cortell Health Check Assessment



Health Check Assessment

Periodic health checks for your IBM Business Analytics applications are critical to protecting your software investment and ensuring the application reflects your current business environment. The Cortell Health Check Service provides a comprehensive post-implementation review and assessment of your applications and environment, including areas such as performance, application design, security, maintenance and administration.

A healthy analytics environment provides a solid foundation for the complete utilisation of the software. This Service will help to identify opportunities to improve the design, performance, security, and maintenance of your IBM Business Analytics applications.

Cortell Australia's Health Check service is conducted by one of our senior IBM Certified professionals who will check the technical health of your environment and ensure that your IBM Business Analytics application is still meeting your evolving business requirements.

A Cortell Health Check covers:

- > Assessing the current platform
- > Evaluating the condition of the application
- > Proposing a plan of action to get your system up-to-date and healthy
- > Recommendations to realise additional benefits

What does a Health Check deliver?

- > Application design recommendations for increased user adoption and self-service
- > Performance and scalability recommendations
- > Application and platform security recommendations
- > Identify skill gaps and education needs for your team
- > Streamlined maintenance, administration, and support processes for lower cost of ownership
- > Proven practices from IBM Business Analytics product experts with knowledge transfer to your team
- > Outlines key findings, risks, and opportunities to better leverage your investment in IBM Business Analytics

Cortell Upgrade & Migration Services



Upgrade & Migration

Advanced analytics solutions such as IBM Cognos BI and IBM Cognos TM1 open up exciting new approaches to enterprise budgeting, planning, analysis and reporting. To take advantage of this, more and more customers who currently use previous IBM Cognos versions should plan to migrate to the latest IBM Business Analytics solutions.

To fully benefit from the new architecture and functionality of IBM Business Analytics, the migration process requires a thorough understanding of the differences between the existing and the new platforms. Upgrading your applications to new versions or new platforms can be risky and complicated. The same applies for migrating your data.

With this understanding, Cortell experts can support you in defining a strategy and developing plans for your migration.

Cortell's Upgrade and Migration Assessment Service couples our knowledge of migration with a targeted examination of your environment. By applying proven practices, we can help you identify the right migration strategy and recommended approaches.

Cortell has a strong team of qualified professionals who have proven experience in using methodologies and tools to help customers maximise their software investment and minimise the associated risks and costs.

As IBM Business Analytics experts for over 15 years, Cortell have developed and recommended strategic migration plans that minimise downtime and disruption of your business operations.

Why Cortell Upgrade & Migration Services?

Align your business priorities, IT requirements and upgrade goals to develop an upgrade and migration strategy

Utilise the knowledge and proven practices of IBM Certified professionals in planning your upgrade and migration

Assess upgrade complexity and readiness and identify upgrade and migration options and alternatives

Develop a customised scope and plan adapted to your upgrade and migration strategy

About Cortell Australia



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Cortell Australia is the region's largest and most experienced provider of Business Analytics and Business Performance Management solutions. We're also a multi-awarded preferred partner for the full suite of IBM applications:

- IBM Cognos TM1
- IBM SPSS
- Cognos BI
- Information Management
- Cognos Express
- Cognos Disclosure Management

900 successfully delivered solutions and counting

Our globally recognised expertise is built on experience. And with over 900 business-changing solutions delivered to more than 500 companies across a diverse range of industries, we know exactly how to deliver exceptional results on tight deadlines and budgets.

Core business strengths

- **Innovation** – development of exemplary customer solutions
- **Customer Satisfaction** – delivering exceptional results
- **Achievement** – Locally, regionally and globally awarded
- **Growth** – year-over-year growth of the business
- **Commitment** – certification in IBM's technologies

IBM Awards

IBM Business Analytics Asia Pacific Partner of the Year 2011, 2012, 2013 and 2014: Excellence Award

IBM Software Australian Partner of the Year 2013

IBM Business Analytics Australian Partner of the Year 2013

IBM Worldwide Business Intelligence and Advanced Analytics Business Partner of the Year 2013

IBM Business Analytics FPM Partner of the Year 2010



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