
SERVICES · DATASHEET

Premium Technical Support

Enhanced, around-the-clock support for the data platforms your business depends on — dedicated engineers, priority handling, and proactive health checks.

A premium tier of assistance that goes beyond standard support — minimizing downtime, sustaining performance, and keeping critical IBM DataStage and IBM Cloud Pak for Data workloads running smoothly, with a trusted partner accountable for the outcome.

24/7 availability

Dedicated support engineers

SLA-backed response

OVERVIEW

Support engineered around your environment

Premium Technical Support from nFolks provides enhanced assistance, expertise, and resources for complex technical needs — minimizing downtime, sustaining performance, and keeping critical technologies running across your IT infrastructure.

You gain dedicated support engineers with in-depth knowledge of your technology, who learn your environment, processes, and goals to deliver targeted, effective help. Beyond faster response and priority handling, premium support adds proactive monitoring and regular health checks — continuous oversight, early detection of issues, and recommendations for performance optimization and preventative maintenance.

PREMIUM SERVICE OFFERINGS

What the engagement covers

- ✓ **24/7 technical support.** Round-the-clock access to support experts for critical issues, guidance, and troubleshooting across your infrastructure and solutions.
- ✓ **Priority handling.** Prioritized support cases for faster response times and quicker resolution of critical issues.
- ✓ **Patch & update assistance.** Help applying patches, updates, and fixes to keep the environment current and secure.
- ✓ **Remote technical assistance.** Secure remote troubleshooting to diagnose and resolve issues without on-site visits.
- ✓ **Dedicated support engineer.** Assigned engineer(s) with in-depth knowledge of the relevant technology, providing personalized assistance.
- ✓ **Service Level Agreements.** Guaranteed response and resolution times set out in formal SLAs.
- ✓ **Problem escalation management.** Streamlined escalation of critical issues to higher-level support or development teams when needed.
- ✓ **Education & training.** Training resources, workshops, and webinars that build internal expertise.

PROACTIVE OVERSIGHT

What premium support monitors

- ✓ **Performance & optimization.** CPU, memory, disk I/O, network throughput, and response times tracked to surface bottlenecks — with tuning recommendations.
- ✓ **Scalability & capacity.** Capacity planning to absorb growing workloads, user demand, and data without compromising stability.
- ✓ **Data protection & backup.** Backup, replication, and disaster recovery reviewed against retention policies, RTOs, and RPOs.
- ✓ **Documentation & reporting.** Findings, recommendations, and best-practice guidance captured in clear, actionable reports.

OTHER SERVICES AVAILABLE

Adjacent offerings from nFolks

- ✓ **Installation & upgrade.** Platform installation and version upgrades, executed with minimal disruption.
- ✓ **ETL migration to cloud.** Move ETL workloads to IBM Cloud Pak for Data NextGen.
- ✓ **RDBMS / IGC to IBM Knowledge Catalog.** Convert metadata and governance assets to IBM Knowledge Catalog.
- ✓ **Impact analysis.** Understand dependencies and downstream effects before you change.

Put a dedicated support team behind your platform

Talk to us to scope a Premium Technical Support engagement for your environment.