

# HCL Informix/OneDB Premium Advisory Services

## Overview

Premium Advisory Services is available for HCL Informix/OneDB based on a customer's business requirements. These premium services are over and beyond the standard support and provide customers with another level of assurance if any issues arise with their HCL Informix/OneDB installations.

## Why Premium Services?

HCL Premium Advisory Services has many years of experience helping clients achieve maximum value from their environment and optimize their steady-state environment. With Premium Advisory Services, our team of experts can provide technical advice on any aspect of a HCL Informix/OneDB implementation, prioritized call handling, and a single point of contact for escalations, accountability, and integration of your software solutions with HCL Informix/OneDB.

## Purpose

Premium Advisory Services is usually offered on top of your standard product support and lets you customize technical services to help you succeed with your HCL Informix/OneDB installation and operation. The program pairs your department or organization with assigned experts who build a deep understanding of your overall environment and its evolution.

## Premium Services Engineer

Premium Advisory Services include a Premium Services Engineer. This is an assigned technical expert skilled in specific product areas who provides technical advice, environment proactiveness, skill sharing, diagnostic coaching, assistance with migrations, upgrades, key projects, and recommendations for managing your HCL Informix/OneDB installations.

### Premium Services Goals



- Growth and integration
- Business technology needs
- Environment service levels
- Operational impacts
- Potential problem identification and risk prevention
- Early notification of potential critical situations
- Expertise and advice on implementing best business practices
- Proiritized call handling

Premium Advisory Services typically include one or more of the following services:

- System and application health check
- Database and application design services
- Database upgrades and migration
- Cloud adoption, migration to the cloud
- Application design and performance
- Performance tuning – database and application
- Reports review and optimization
- Best practices and training (HCL Informix/OneDB administration and application development)
- Advise on new technology and new HCL Informix/OneDB features
- Advise and help with the adoption of new HCL Informix/OneDB features for improved/efficient application performance
- High availability design, backup and restore, and upgrade recommendations.

## On-Site Support

Typically, we perform Premium Advisory Services remotely. However, if an on-site visit is required, a technical expert will travel to your site to perform services for short-term engagements. We can help with skills development and/or event management (peak loads, special usage patterns) related to HCL Informix/OneDB installs in your environment.

For more information, please email HCL Informix/OneDB Lab Services at [HCLInformixLabServices@hcl.com](mailto:HCLInformixLabServices@hcl.com).

## About Actian

Actian makes data easy. We deliver cloud, hybrid cloud, and on-premises data solutions that simplify how people connect, manage, and analyze data. We transform business by enabling customers to make confident, data-driven decisions that accelerate their organization's growth. Our data platform integrates seamlessly, performs reliably, and delivers at industry-leading speeds. Learn more about Actian, a division of HCLSoftware: [www.actian.com](http://www.actian.com).



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