

Maximizing software value with subscription and support

Access and deploy the latest technology, with help when you need it



Highlights

- Helps extend the value of your software investments
 - Simplifies the renewal process and helps reduce costs with timely upgrades for your IBM Lotus®, WebSphere®, Tivoli®, Rational® and Information Management software
 - Helps keep users productive with access to cross-platform software and technical support
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Embracing opportunities in challenging times

Businesses are under more pressure than ever to produce results in a very tough economic environment. We all need to reduce risk and uncover savings anywhere we can find them. The winners will be the organizations that continue to press forward—those that reach out to new clients, improve their processes and hone their capabilities.

IBM Software Subscription and Support can help you handle the increased complexity of today's environment and take advantage of new opportunities. IBM invests billions of dollars every year in advanced software—developing and delivering new technologies, supporting standards and making it easier for you to connect with your customers and business partners.

By providing cost-effective access to our technical professionals and extensive reference databases, IBM Software Subscription and Support can help you make the most of your software investments. Renewing and maintaining active support provides you with:

- The latest updates, releases and versions of IBM software—at your convenience—to stay up to date and ready to explore new opportunities
- Technical support—by phone or online—for a wide range of support needs, from installation and configuration to monitoring and tuning

Keeping pace with the demands of your organization

IBM Software Subscription and Support helps ensure that your licensed software deploys smoothly, runs efficiently and continues to keep pace with the ever-changing demands of your IT and business users. Our comprehensive upgrade and technical support is available through IBM's software license acquisition offerings, IBM Passport Advantage® and Passport Advantage Express.



Staying current with the latest technology

You get comprehensive upgrade and cross-platform migration coverage for IBM Lotus, WebSphere, Tivoli, Rational and Information Management software. And you can upgrade to new releases and new versions as the needs of your business dictate. The renewal process also helps simplify purchasing and administration for your business to one planning and budgeting cycle. IBM Software Subscription:

- Entitles you to new releases and versions of your installed software—helping to reduce your software acquisition expenses
- Streamlines budgeting for software upgrades and migration
- Includes the option to receive notification of new product releases—you choose when to upgrade
- Provides download and media access to the latest versions of software—helping to enhance stability, reliability and performance of applications

Providing help when your users need it

We help keep your users productive, with simplified access to responsive, cross-platform software technical support around the clock and around the world. IBM Software Technical Support:

- Helps ensure faster problem resolution by phone, 24 hours a day, seven days a week, for all “Severity 1” situations—and **you**—not IBM—determine if the problem is a “Severity 1” issue
- Provides usage and code-related voice support
- Offers online technical support including enhanced self-help and search capabilities
- Places no limit on the number of designated IT technical staff who can contact technical support for help

Why renewing is the right thing to do

A key feature of IBM Software Subscription and Support is that it's always on. It's available with enhancements and support offered by IBM throughout the year. Anytime access to IBM's knowledge and expertise helps you overcome obstacles—so you are better positioned to handle any eventuality.

Control costs. Leverage the latest technologies. Gain confidence to pursue new opportunities. How do you get started? Make sure your colleagues, management and procurement organization understand the value of staying current with IBM Software Subscription and Support.

For more information

To learn more about IBM Software Subscription and Support, visit us at: [ibm.com/support/entry/portal/Overview/Software/Software_support_\(general\)](http://ibm.com/support/entry/portal/Overview/Software/Software_support_(general))



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