

Doing Business With IBM

A Guide for Cloudbant customers in Asia Pacific



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Welcome to IBM

Welcome to IBM

On March 4, 2014, IBM announced that it had completed the acquisition of Cloudant, Inc., a privately held database-as-a-service (DBaaS) provider that enables developers to easily and quickly create next generation mobile and web apps. Cloudant will extend IBM's leadership in Big Data and Analytics, Cloud Computing and Mobile, further helping clients take advantage of these key areas of growth for their businesses.

This “Doing Business with IBM” guide describes changes to expect and actions needed to maximize the benefits of your relationship with IBM. It will also help ensure a smooth transition to IBM’s business systems and processes.

As a customer of IBM, you will continue to have access to Cloudant offerings, now under the IBM brand, as well as the extensive IBM portfolio of software and services solutions, while enjoying the high-quality, responsive service you have come to expect from both Cloudant and IBM. . IBM uses Customer Numbers (ICNs) and Software Site Numbers (SSNs) to identify you as a customer.

We thank you for your continued support of Cloudant and IBM and we look forward to enhancing our business relationship with you through the expanded capabilities that IBM provides. Should you have any questions, please contact your IBM Cloudant representative.

Doing business with IBM: As easy as 1... 2... 3...4...

This document outlines 4 important steps that you need to take as soon as possible to help ensure a smooth transition to IBM’s business systems and processes.

Step 1: [Set up IBM in your company systems](#)

Step 2: [Access customer support](#)

Step 3: [Professional Services and Software Education](#)

Step 4: [Create your IBM Profile](#)



Step 1

Set up IBM in your company systems

Set up IBM in your company systems

Accounts payable & purchasing



Quoting and ordering through IBM

The proposals, quotes and invoices you receive will change in format after 1 November 2014, and they will be issued from an IBM location. In some countries, the correspondence you will receive from IBM will be in local language.

New part numbers and product descriptions for the IBM Cloudant portfolio will replace the existing Cloudant product descriptions.

These new part numbers and descriptions will appear on proposals, quotes and invoices you receive from IBM.

In most countries, IBM standard payment terms of “due upon receipt” may be applicable. You will find this information on your IBM invoice, proposal, or quote.

Important note: Cloudant issued invoices that are paid after 1 November 2014 should follow the payment terms as noted on the Cloudant invoice.

Purchase Order Requirements

If your company requires a purchase order to be issued to facilitate payment for goods or services, IBM will require a purchase order for each transaction.

IBM as a vendor

If you do not already have IBM registered as a vendor in your system, then you will need to set up IBM as a vendor to manage all new purchases and invoices issued by IBM after 1 November 2014.

For new transactions, the currency that you are using today may change to the currency that IBM uses to process transactions in your country.

You will need to update your systems with the new remit-to details and currency for new transactions where applicable.

Indirect taxes

IBM’s prices do not include indirect taxes such as value added tax/goods and services tax or business tax or surcharge. Where applicable the IBM company that does business in your country will charge additional indirect taxes or surcharges at the required rate and will include the indirect tax on the invoice.

Dedicated Service Renewals

Cloudant Dedicated Service Renewals will be integrated into the IBM Maintenance & Subscription and Support Renewals process in a phased approach. Your Maintenance & Subscription and Support Renewal is determined by the date your current Cloudant Dedicated Service contact expires. Cloudant's Dedicated Service will be known as IBM Subscription and Support (S&S) after 1 November 2014.

Subscription and Support (S&S) Renewal

In IBM, this is the annual maintenance renewal for an on premise/perpetual product license. Customers on valid S&S have access to technical support and new product releases.

Flexible Contract Type (FCT)

S&S renewals transactions will be integrated into the IBM processes in a phased approach.

Customers will initially be migrated into IBM as a Flexible Contract Type (FCT). This allows IBM to migrate customer contracts into IBM fulfilment systems so that we can continue to fulfil orders and issue invoices. In the future, S&S renewals may transition to IBM's Passport Advantage program.

At that time, you will receive a notice to extend your IBM Cloudant Software S&S under IBM's Passport Advantage program.

Notices will be generated from IBM systems and provided to you by your IBM Cloudant renewal representative.

Refer to the following sections to understand how IBM will handle renewals, based on S&S expiry dates.

Renewal date before 1 November 2014

You should have received an email from your Cloudant Renewal representative and you should have proceeded with confirming your renewal by your current renewal date or 31 October 2014, whichever is earlier, to help ensure that there are no disruptions in service. Any renewals not confirmed by that date will be re-quoted under IBM's terms and conditions. If you have not yet received a notification, please contact your Cloudant Renewal representative.

Renewal date after 1 November 2014

Your Maintenance & Subscription and Support Renewal quote will be generated from IBM systems and provided to you by your IBM Subscription and Support Renewal representative. This quote will be subject to standard IBM terms



and conditions, and the renewal end date will move out to the last day of the month.

In the future, Maintenance & Subscription and Support Renewals may transition to IBM's Passport Advantage program. At that time, you will receive a notice to renew your Cloudant Maintenance & Subscription and Support Renewal for your IBM Cloudant products through IBM's Passport Advantage program. Notices will be generated from IBM systems and provided to you by your IBM Inside Sales Renewals representative.

Step 2

Access customer support

Access customer support

The Cloudant DBaaS Support teams will continue to focus on delivering customer satisfaction without compromise. Existing Cloudant DBaaS support offerings and systems will continue to be used after November 1, 2014.

The Cloudant DBaaS Support email and web interfaces will remain unchanged.

Please ensure the Technical Support contact within your organization is aware that they should continue to access Cloudant DBaaS Support in the same way they always have via their existing email alias, IRC and Cloudant Dashboard mentioned below.

As the integration of Cloudant and IBM Support evolves, communications related to changes in your support experience can be found on the IBM Cloudant Technical Support page at: http://www-01.ibm.com/software/data/support/cloudant_support_comm.html.

To reiterate – there are no changes at this time to these Support Services

What does not change after November 2014

Support and Product Services assistance are provided per your existing Cloudant Support agreements or contract terms governing support.

Cloudant DBaaS Support tickets continue to be logged on the Cloudant Dashboard and via the Cloudant email alias. Continue to use your existing IDs, Usernames and/or Passwords to gain access.

Changes coming later in 2015

Prior to any changes being made, a separate communication will go out via email regarding modifications to the Cloudant Customer Support sites and phone access numbers, as well as the timeline for these changes.



Below are informational highlights to help you understand the definition of those future roles in IBM Customer Support.

Primary Contact

The **Primary Contact** will be considered as the contact for notice of all changes to agreements or other contractual issues for software and hardware. The Primary Contact will be responsible for informing IBM of all necessary changes to the customer account.➤

In addition the Primary Contact will manage access to the IBM Download Site for their organisation's IBM Cloudant software contract(s). The Primary Contact approves IBM Download Site access requests from their organisation and will receive all download account management and communications.

The Primary Contact will also be the contact for annual support renewal invoices for IBM Cloudant software at your organization.

Note: If a Primary contact is not designated, the Site Technical Contact will be used for both roles.

Only a **single** Primary Contact can be designated per company in the IBM systems.

Site Technical Contact

The **Site Technical Support** will manage access to IBM Technical and Customer Support Services and grant the authority to open Technical Support Requests on behalf of their organisation. The Technical Support Contact approves IBM Support site access requests from their organisation's employees and business partners and will receive all IBM Customer Support access instructions and communications.

More information regarding IBM Electronic Support can be found at <http://www-01.ibm.com/support/electronic/support/workwithibm.html>.

Only a **single** Site Technical Contact can be designated per company in the IBM systems. Additional Named Callers can be added to the system by the Site Technical Contact.

Step 3

Professional Services and
Software Education

Professional Services and Software Education

IBM will now provide Cloudant Professional Services that include configuration, implementation, provisioning, consulting and Education.

IBM Cloudant Professional Services will serve as your client support partner with the same professional staff we have always deployed for Cloudant offerings. This includes your Account Management and Service Delivery teams.

Changes in Professional Services as of 1 November 2014

IBM will assume any ongoing Cloudant Professional Services engagements and Statements of Work (SOWs) and will perform as originally contracted. While there are several process changes regarding the way contracts and SOWs are developed, there are virtually no changes to the overall Cloudant services delivery model.

Customers will engage IBM Cloudant services to support the IBM Cloudant portfolio of products.

One exception is customers who require a PO between their organization and IBM to facilitate payment for existing Cloudant services. In that case, the customer must provide their Cloudant services contact with a new IBM PO with reference to the original contract or SOW.

All new services specific orders not available through Passport Advantage and Cloud Service Agreements will be contracted using standard IBM services agreements, rate structures and SOWs.

Certain customers may receive more than one invoice for their Cloudant offering where they previously received a single invoice, i.e., Professional Services on one invoice and Dedicated Service Renewals on a separate invoice.

Changes in Software Education as of 1 November 2014

Although IBM will continue to develop IBM Cloudant training materials, training courses (public, private, and online courses) will be offered through IBM Global Training Providers to increase availability of IBM Cloudant Education worldwide. For customers who engage IBM



Cloudant Implementation Services customized Education can also be delivered as part of a SOW.

Information on all IBM education offerings can be found at: www.ibm.com/training. For additional inquiries, please contact your Cloudant account rep or training manager.

IBM Information Management also offers short skill-builder videos via YouTube focused on increasing key skills in the marketplace. Keep an eye on our YouTube channel as we release new videos monthly:

<https://www.youtube.com/user/IBMIMEducation/videos>.

Finally, IBM Information Management provides free self-paced training on Open Source technologies via Big Data University - <http://bigdatauniversity.com/>. These courses may be helpful to customers who need to build some foundational skills before taking deep hands-on technical training from our Global Training Providers.

Step 4

Create your IBM Profile

Create your IBM Profile

Why do I need an IBM profile and registration?

You have been identified as the Primary Contact for your company, either through records maintained by Cloudant, or through transition efforts to establish an accurate set of contacts for your company. If you are not the correct Primary Contact please notify the [IBM registration helpdesk](#) with the correct designated Primary Contact details. Only a **single Primary Contact** can be designated per company site location in IBM systems.

Effective November 1, 2014, Cloudant Customer Numbers will be replaced with IBM Customer Numbers (ICNs). **Your ICN, along with your Software Site Number, can be found below your contact information in the hardcopy Transfer of Business notification letter sent to your company's Primary Contact of record.** Alternately, you may contact [eCustomer care](#) to obtain this information.

The Primary Contact is responsible for helping ensure that the appropriate people are designated for the site contact roles, if you will not fulfil these roles yourself. In order to be able to

perform this role of Primary Contact you need to create an IBM profile and IBM registration.

Create your IBM profile

[Click here to create or update your IBM profile.](#)

Once you have set up your profile, click the [Register](#) button in the right side menu.

Your IBM registration ID (IBM ID), also known as a Web ID, is your single point of access to IBM Web applications, which are used to manage your site contact roles. You need just one IBM ID and one password to access any IBM registration-based application.



Appendix Further Guidance

Further Guidance

Need assistance?

For additional information and guidance on setting up your IBM profile and IBM registration ID, consult our [Profile and Registration FAQ](#).

Alternatively, contact the [IBM registration helpdesk](#).

Data privacy policy

As part of the acquisition, personal information may be transferred from Cloudant to IBM. IBM's privacy policy may be viewed online at <http://www.ibm.com/privacy>



Currency table

The table below details the currency that IBM or its Business Partners do business in for various countries in Asia Pacific.

Currency	Country
AUD	Australia, Cocos Islands, Christmas Island, Norfolk Island, Papua New Guinea, Solomon Islands, Western Samoa
NZD	New Zealand, Cook Islands, Fiji,
KRW	Korea
CNY	China
INR	India
USD or SGD	Singapore
USD	Brunei, Cambodia, Hong Kong, Indonesia, , Sri Lanka, , Macao, Maldives, Malaysia, Philippines, Taiwan, Thailand, Vietnam

* Note: Services and other offerings covered by Statements of Work are usually provided in local currency.