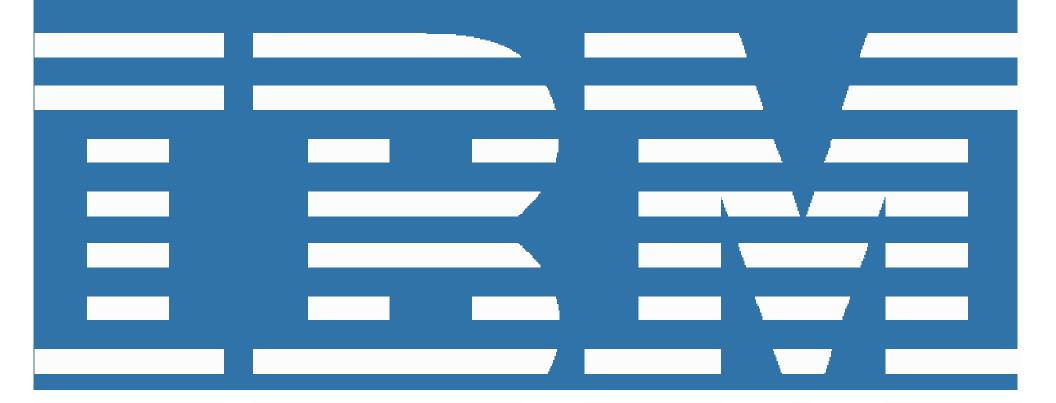# Doing Business With IBM

A Guide for The Now Factory customers in Europe, the Middle East and Africa

Contents

Welcome to IBM

Welcome to IBM

On 29 October, 2013 IBM announced completion of its acquisition of The Now Factory. This was and is an extremely positive development for our customers, our staff and the company itself. Since October, while the business has concentrated on serving our customers and building out our products and solutions, a parallel team has been preparing for full integration into IBM, which will take place on July 1, 2014.

As an IBM customer, you will have access to The Now Factory offerings, under the IBM brand, as well as the extensive IBM portfolio of software solutions and services offerings. IBM uses Customer Numbers (ICNs) and Software Site Numbers (SSNs) to identify you as a customer.

We will continue to deliver a high-quality responsive service through this transition period.

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 July 1, 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 Now Factory portfolio will replace the existing The Now Factory 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: The Now Factory-issued invoices that are paid after July 1, 2014 should follow the payment terms as noted on The Now Factory 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 July 1, 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.

Tax liability

Beginning July 1, 2014, all invoices will include applicable tax (unless you have a tax exempt certificate on file with IBM).

If you are currently exempt from local tax or VAT, please forward your company's Tax Exemption Certificate to your The Now Factory account

manager and include in the email your ICN and SSN and we will update your details in our system before your next invoice is issued.

Appliance Maintenance & Software Subscription and Support Renewals

The Now Factory Support 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 The Now Factory Support contact expires. The Now Factory's Maintenance and Support Renewals will be known as IBM Subscription and Support (S&S) after July 1, 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 will transition to IBM's Passport Advantage program.

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

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

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

Renewal date before July 1, 2014

You should have received an email from your The Now Factory Renewal representative and you should have proceeded with confirming your renewal by your current renewal date or June 30, 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 The Now Factory Renewal representative.

Renewal dates between July 1, 2014 and August 30, 2014

If your renewal falls within these dates, you should have received an email from your The Now Factory Renewal representative with an opportunity to renew early. If you elect not to take advantage of this opportunity by June 30, 2014, you will be quoted through IBM processes in the geography in which you are located. Any orders received after that date will need to be addressed to IBM and will be subject to IBM's terms and conditions.

Invoicing, part numbers and payment terms will change to IBM standard conditions and the renewal end date will move out to the last day of the month. If you have not yet received a notification, please contact your The Now Factory Renewal representative.

Renewal date after July 1, 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 The Now Factory Maintenance & Subscription and Support Renewal for your IBM Now Factory 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 Now Factory Support offerings will be transitioned to IBM support in October 2014 and supported by the IBM Now Factory Support team. The IBM Now Factory Support team will continue to focus on delivering customer satisfaction without compromise.

As we work to integrate The Now Factory and IBM Support, we will offer IBM Now Factory customers expanded capabilities through the existing IBM Support infrastructure. For the most current information and the latest updates on the IBM Now Factory Technical Support transition, visit http://bit.ly/TNFSupport. This site is also an excellent source of information for those new to IBM Support.

To receive support for The Now Factory products, a client must have a Subscription and Support maintenance agreement for The Now Factory products with IBM or have an existing active The Now Factory maintenance contract.

IBM anticipates that the full support transition will be completed in October 2014.

What does not change until October 2014

Support is provided per your existing The Now Factory Support agreements. Contact support at https://jira.thenowfactory.com.

As part of the transition into IBM Support, The Now Factory-will be contacting you to validate the correct Primary Contact and Site Technical Contact.

For Flexible Contract Type (FCT):

Both hardware and software support is provided per your existing The Now Factory Support agreements. Contact support at https://jira.thenowfactory.com.

If The Now Factory Support Portal is unavailable, customers may directly call The Now Factory support line at +353-1-5143804 for assistance.

What does change between 1 July and October 2014

For Passport Advantage (PA):

Both hardware and software support is provided per your Passport Advantage

contract. Contact IBM support at
https://www.ibm.com/support/servicerequest.

What does change after October 2014

For Flexible Contract Type (FCT) and Passport Advantage (PA):

Both hardware and software support is provided per your existing The Now Factory support agreements and Passport Advantage contract. Contact IBM support at https://www.ibm.com/support/servicerequest.

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 Now Factory 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 Now Factory 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/electronicsupport/workwithib
m.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

Profesional Services and Software Education

IBM will now provide The Now Factory Professional Services including configuration, implementation, provisioning, consulting and Education.

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

Changes in Professional Services as of 1 July, 2014

IBM will assume any ongoing The Now Factory Professional Services engagements and statements of work (SOW) 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 The Now Factory services business model.

Customers will engage IBM Now Factory services to support the IBM Now Factory portfolio of products. One exception is customers who require a PO between their organization and IBM to facilitate payment for existing The Now Factory services. In that case, the customer must provide their The Now Factory 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 will be contracted using standard IBM services agreements, rate structure and SOWs. The IBM services agreements, SOWs, and service order systems may be a separate system from the IBM software licensing contracts and order systems (e.g., Passport Advantage).

Certain customers may receive more than one invoice for their The Now Factory offering where they previously received a single invoice, i.e., Services on one invoice and Software Subscription and Support Renewal on a different invoice.

Changes in Software Education as of 1 July, 2014

IBM Now Factory Education will continue to be delivered as part of The Now Factory Implementation Services. In addition, public

classes may be offered through IBM Global Training Providers to increase availability of IBM Now Factory Education worldwide.

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

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 The Now Factory, 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.

Beginning 1 July, 2014 we will start the process to load The Now Factory customer contracts into the IBM system; this activity is expected to take several weeks to complete. Once we've completed loading your The Now Factory contract, you will receive a Welcome Notification Letter by post. This letter will include your IBM Customer Number (ICN), Software Site Number (SSN) and a passcode that you can use to complete you IBM registration

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.
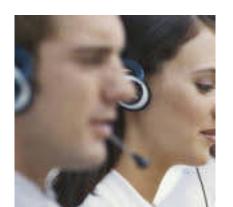
Appendix
Further Guidance

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 The Now Factory 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 does business in for various countries in EMEA.

Currency	Country
British Pound Ster.	Gibraltar, United Kingdom, Channel Islands
Danish Krone	Denmark, Faroe Islands, Greenland, Iceland
Euro	Albania, Andorra, Austria, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, French Guiana, French Polynesia, Germany, Greece, Gudaleloupe, Holy See (Vatican), Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Martinique, Mauritius, Mayotte, Monaco, Montenegro, Morocco, Netherlands, New Caledonia, Poland, Portugal, Reunion, Romania, Serbia, Slovakia, Slovenia, Spain, St. Pier & Miquelon, Wallis Futuna
Norwegian Krone	Norway, Svalbard
South African Rand	South Africa

Currency table cont.

Currency	Country
Swedish Krona	Sweden
Swiss Franc	Liechtenstein, Switzerland
US Dollar	Abu Dhabi, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Belarus, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo, Cote d'lvoire, Democratic Republic of Congo, Djibouti, Dubai, Egypt, Equatorial, Guinea, Eritrea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea-Bissau, Israel, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgystan, Lebanon, Lesotho, Liberia, Malawi, Mali, Mauritania, Moldova, Mozambique, Namibia, Niger, Nigeria, Oman, Pakistan, Qatar, Republic of Yemen, Russian Federation, Rwanda, Sao Tome, Saudi Arabia, Senegal, Sierra Leone, Somalia, Sudan, Swaziland, Syrian Arab Republic, Tajikistan, Tanzania, Togo, Tunisia, Turkey, Turkmenistan, Uganda, Ukraine, United Arab Emirates, Uzbekistan, Zambia, Zimbabwe