

The Channel Support Management team is pleased to invite Support Providers and Business Partners to our information sessions at the Information on Demand 2012 conference. Together we're building a strong, integrated ecosystem to jointly drive customer satisfaction and loyalty – the key differentiator in growing and retaining clients.

Please email CSM@us.ibm.com for more information and to receive a calendar invitation.

**Optimizing your business as an IBM Software Value Plus Support Provider
(PST-3916A, Business Partner Summit)**

Sat, 20/Oct, 03:30 PM - 04:30 PM

Mandalay Bay South Convention Center - Banyan D

This session will explore the business benefits, qualifications, and performance requirements as a Support Provider in the IBM Software Value Plus Program. This interactive session will help determine if being a Support Provider is an ideal business model for you.

**IBM Software Value Plus Support Provider Business Update
(PST-3918A, Business Partner Summit)**

Sun, 21/Oct, 03:45 PM - 04:45 PM

Mandalay Bay South Convention Center - Palm A

This session will provide the latest business updates including what's new in program compliance / performance, optimizing the support experience, and developing new business opportunities. This session will assist you in delivering unique support value as an authorized IBM Software Value Plus Support Provider.

**IBM S&S Maintenance Renewals Best Practices
(ANC-063, IOD Conference)**

Mon, 22/Oct, 3:30 PM PST - 4:30 PM PST, MBCC – Coral A

Join representatives from IBM Channel Support Management, IBM Inside Sales S&S, and IBM Value Added Distributors and Primary Support Providers to share best practices for selling IBM S&S renewals.

**IBM Support Provider Demonstration: Leveraging IBM Electronic Support Tools
(ANC-062, IOD Conference)**

Mon, 22/Oct, 2:30 PM PST - 3:30 PM PST, MBCC – Coral A

This session highlights the IBM electronic tools that can help IBM Support Providers optimize support when working with clients. It will feature demonstrations of the award winning IBM Support Portal, the My Notifications tool, searching IBM Knowledge Bases, contributing Technical Notes, and other industry-leading IBM electronic tools.

**IBM Support Provider Feedback Session: IBM S&S Maintenance Renewals
(ANC-064, IOD Conference)**

Tues, 23/Oct, 2:30 PM PST - 3:30 PM PST, MBCC – Coral A

Meet senior management and executives from IBM Channel Support Management, IBM Support, and Inside Sales S&S to discuss the challenges Support Providers face every day in an ever competitive market selling IBM S&S.

**IBM Software Appliance Support Providers Feedback Session
(ANC-065, IOD Conference)**

Tues, 23/Oct, 4:00 PM PST - 5:00 PM PST, MBCC – Coral A

This session is focused on discussing the unique challenges faced in this environment by Support Providers for IBM Appliances. It offers an open forum for sharing best practices amongst industry peers and experts from IBM Channel Support Management, Netezza Support and Netezza Technical Account Management.

Please note that a minimum number of registrants is required for this session to run.

Please note that session dates and times may be subject to slight variation.