

Doing Business with IBM

What Vivisimo Business Partners need to know

On May 24th, 2012 IBM acquired Vivisimo, a recognized leader in federated discovery and navigation software for big data.

Effective January 1, 2013, Vivisimo business systems and processes related to the acquisition of Vivisimo products and maintenance renewals will be fully integrated with IBM.

The following “Doing Business with IBM” guide describes changes to expect and actions needed to maximize the benefits of your relationship with IBM. It will also ensure a smooth transition to IBM’s business systems and processes. Most of your contacts in sales, service delivery, support and education will remain the same.

Vivisimo has identified you as the Primary Contact for your company. As part of the transition into IBM, Vivisimo has endeavored to contact you to verify you are the correct Primary Contact and to also confirm and/or gather contact information for your Technical and Renewal contacts. As you are the Primary Contact, you are receiving this communication.

We anticipate that you and your organization will experience a smooth transition to IBM over the next several months. During this process, the IBM team and your IBM Vivisimo representatives are available to answer any questions and to address your ongoing software support and service needs.

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CREDIT

For each IBM business partner transacting directly with IBM (Tier 1 relationship), credit assessment is one component of the order management process. While in the vast majority of cases, the credit assessment is a function of publically available credit rating data, absent this, it is likely that financial statements will be requested with which to evaluate credit worthiness.

Purchase credit is granted commensurate with expected, near term revenue generation with IBM and is influenced by historical revenue, payment history, and your company's size and financial strength (profit & cash flow).

In addition to purchase credit, IBM Global Finance offers other programs that may be applicable, such as credit lines and end user financing. If interested, the next step would be to alert your IBM sales representative.

ACCOUNTS PAYABLE AND PURCHASING

Effective January 1, 2013, Vivisimo processes will migrate to IBM. Business Partners will use a common process to acquire software products and services from IBM.

The quotes and invoices you receive will change in format after January 1, 2013 and they will be issued from an IBM location or from a local distributor as appropriate. Your remit-to address may change, and in certain countries, the transaction currency that you are using today, also may change. Please check the following items on your internal vendor records:

North America Partners:

Tax ID Exemption Certificates and Change Requirements

If applicable, you will need to reissue Tax Exemption Certificates from your company to IBM. Please submit your Tax Exemption Certificate prior to your first order to the Vivisimo Sales Administration team.

If applicable, your vendor Tax Identification Number will change.

Electronic Software Delivery Tax Exception for U.S. Customers

For U.S. customers, if applicable, electronic software delivery (ESD) tax exceptions require enablement prior to ordering. Please check with your IBM sales representative for processing details.

Europe, Middle East and Africa Partners:

VAT Exemption Certificates and Change Requirements

Vendor applicable VAT Number will change.

If you are currently exempt from local VAT, you will need to issue your company's **VAT Exemption Certificates** to IBM with your first order after January 1, 2013. Please contact your sales representative for processing details.

Table of Changes for Accounts Payable and Purchasing

What is changing	Description
Vendor name	Vendor name will change from Vivisimo, an IBM Company to the applicable local/regional IBM operation covering your location (the term “Vendor” below represents the applicable IBM entity).
Vendor remit-to address	<p>Vendor remit-to address for checks, wire transfers and overnight payments will change after January 1, 2013.</p> <p>The new details will appear on your invoices issued from IBM after January 1, 2013.</p> <p>Invoices issued from Vivisimo that are paid after January 1, 2013 should still be made payable to Vivisimo, an IBM Company and remitted per the instructions on the Vivisimo invoice.</p>
Vendor standard payment terms	<p>The payment terms in your existing Vivisimo contract will apply until such time as that contract expires, is terminated, or replaced.</p> <p>Any new agreements entered into with IBM will be subject to the IBM standard payment terms. In most countries, IBM standard payment terms of “due upon receipt” may be applicable.</p> <p>You will find this information on either your invoice or quote.</p>
Currency	In some countries, the currencies used by Vivisimo are different from those used by IBM, thus you may be transacting in a different currency with IBM. Please refer to the currency table at the end of this document.
Language	In some countries, the correspondence you will receive from IBM may be in the local language.
Customer number	<p>Effective January 1, 2013, Vivisimo customers will be assigned IBM customer numbers (ICNs) and a Software Site Number. Over the upcoming months, you will receive your ICN and Software Site Number in a welcome letter from IBM.</p> <p>Please note that your ICN will be used on all order-related communications.</p>
Purchase documentation	All purchase documentation, such as invoices, will be sent to the contact(s) listed in your IBM profile associated with your IBM customer number unless specified otherwise in your order.
Part number and product description	<p>New part numbers and product descriptions for the IBM Vivisimo portfolio will replace the existing Vivisimo product descriptions.</p> <p>These new part numbers and descriptions will appear on quotes and invoices</p>

What is changing	Description
	you receive from IBM.
Document format	The format of documents (quotes, services statements of work, invoices, etc.) you receive will change based on the local/regional IBM operation covering your location.
PO requirement	If your company requires issuing a purchase order to facilitate payment for any goods or services, IBM may require a new purchase order. Please contact your Vivisimo or IBM representative with any questions.
New Licensing Process	<p>IBM Vivisimo offerings are governed by License Agreements which can be found here: http://www-03.ibm.com/software/sla/sladb.nsf/search/.</p> <p>For new purchases of software which contains license keys, the license key will be located with the software on the download site. Access instructions to the Software Download Site will be contained in the separate Welcome to IBM letter.</p> <p>If you have concerns, please contact IBM Vivisimo support at: http://vivisimo.com/support/contact-support/.</p>
Tax Liability	Beginning January 1, 2013, all order transactions will include applicable sales tax (unless you have a tax exempt certificate on file with IBM). Taxes will be included in the invoice.
Demonstration and Evaluation Software	IBM software for demonstration and evaluation, development and testing, and internal training can be acquired through an optional fee-based 12 month program: the IBM Value Package, or the IBM Software Access Option. Please check with your IBM sales representative for details.
Shipping Point	The shipping point, delivery options and freight charges will be aligned with IBM software manufacturing and delivery standards.
Submitting New Software Orders	Details regarding order submission will be communicated separately.

SOFTWARE SUPPORT

The Vivisimo support teams will continue to provide responsive service to address your support needs. Existing Vivisimo support offerings and systems will continue to be supported after January 1, 2013. The integration of the Vivisimo support infrastructure into IBM is ongoing and scheduled to complete in April 2013. Separate communication of support related changes will be sent to your organization's Site Technical Contact as they are implemented.

Visit the IBM Vivisimo Support Customer Communication reference site to stay up to date with the latest technical support integration process: <http://bit.ly/VivisimoSupport>.

What does not change on January 1, 2013:

- Support is provided per your existing Vivisimo support agreements.

- The existing Vivisimo support team will continue to be your single point of contact for all support.
- IBM Vivisimo support is accessed through existing channels. Continue to use your Vivisimo Customer Number and Support ID to access until further notice.
- Vivisimo support cases continue to be logged through the Vivisimo customer support portal at <https://support.Vivisimo.com/self-service/> or by contacting Vivisimo support at <https://vivisimo.com/support/contact-support/>.
- Vivisimo patches are made available by the support team for the customer's specific environment and will continue to be available by contacting support as specified above.

SOFTWARE MAINTENANCE AND SUPPORT

Vivisimo Renewals will be integrated into the IBM Subscription and Support program in a phased approach. Your IBM Subscription and Support renewals will be determined by the date your Vivisimo Renewals support contract expires.

The following outlines the key dates associated with the transition from the Vivisimo Renewals process you have used in the past to the IBM Subscription and Support renewals process that will be used in the future to renew your support.

Renewal Expiration	What will happen
Renewal date before January 1, 2013	You should have received a quote from your Vivisimo Renewals representative and you should have proceeded with confirming your renewal by December 31, 2012 to avoid disruption in service. If you have not yet received a quote, please contact your Vivisimo Renewals representative today.
Renewal date after December 31, 2012	An IBM Subscription and Support renewal quote will be generated from IBM systems and provided to you by your IBM Vivisimo Renewals representative. This quote will be subject to standard IBM terms and conditions.
Customers who were offered and accepted a Pull Ahead offer by December 31, 2012	You will receive your Vivisimo invoice before January 1, 2013 and are expected to pay by the date on the Vivisimo invoice and agree to payment terms.

In the future, after January 1, 2013, IBM Subscription and Support renewals will transition to IBM's Passport Advantage program. Upon your first renewal with IBM, you will receive a notice to renew your IBM Subscription and Support renewals under the IBM Passport Advantage program. Notices will be generated from IBM systems and will be provided to you by your IBM Vivisimo Renewals representative.

PROFESSIONAL SERVICES AND EDUCATION

Vivisimo Professional Services and Education will continue to operate within the IBM Software Group. Vivisimo Professional Services and Education is also working to enable additional resources across IBM to grow the Vivisimo team of experts worldwide.

As of January 1, 2013

- IBM Vivisimo training, certification, course search and registration information are available at: <http://www.ibm.com/software/data/education/vivisimo.html>.
- To register for an IBM Vivisimo course in the IBM online registration system you will need your new IBM Customer Number (ICN). You will receive your ICN in a separate communication. Until you receive your ICN, IBM training representatives will be available to provide you with your ICN number.
- Vivisimo courses will continue to be delivered by Vivisimo authorized instructors.
- Prepaid training will be honored by IBM until its expiration date. Vivisimo discount programs will be migrated to IBM discount programs.
- Students enrolling in 2012 for courses taking place prior to January 1, 2013 will receive a course enrollment confirmation from Vivisimo systems. IBM will generate a similar course enrollment confirmation from IBM systems for courses offered after January 1, 2013. No action is required from the student.

For further information or inquires, please contact your Vivisimo professional services or training representative.

IBM PARTNERWORLD

PartnerWorld is IBM's overarching partner program across all of our software, systems, and services offerings and the single portal to access all of the benefits and services that IBM makes available to its Business Partners worldwide.

If you are not a member of IBM PartnerWorld you could be missing out on some key channel support tools.

Members of IBM PartnerWorld have the ability to access a wide variety of tools, technology and resources to grow business and market share. You can join PartnerWorld by following the easy steps outlined in our online guide: 1-2-3 Guide to Join PartnerWorld (https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/pw_com_jnw_index).

We welcome you to IBM and expect a strong relationship to continue between our companies for our mutual success, and the success of our customers.

APPENDIX

IBM Currency Table

Countries in which IBM conducts business, but are not listed here, transact business in US dollars.

*Note for Asia Pacific Customers: Services are provided in local currency when contracted through the local IBM Software Services organization.

Country	Geo	Currency
Afghanistan	EMEA	USD
Albania	EMEA	EUR
Algeria	EMEA	USD
American Samoa	Americas	CAD
Andorra	EMEA	EUR
Angola	EMEA	USD
Anguilla	Americas	USD
Antigua/Barbuda	Americas	USD
Argentina	Americas	USD
Armenia	EMEA	USD
Aruba	Americas	USD
Australia	APAC	AUD
Austria	EMEA	EUR
Azerbaijan	EMEA	USD
Bahamas	Americas	USD
Bahrain	EMEA	USD
Bangladesh	APAC	USD
Barbados	Americas	USD
Belarus	EMEA	USD
Belgium	EMEA	EUR
Belize	Americas	USD
Benin	EMEA	USD
Bermuda	Americas	USD
Bhutan	APAC	USD
Bolivia	Americas	USD
Bosnia and Herzegovina	EMEA	EUR
Botswana	EMEA	USD
Brazil	Americas	BRL
British Indian Ocean Territory	EMEA	USD
Brunei	APAC	USD
Bulgaria	EMEA	EUR
Burkina Faso	EMEA	USD
Burundi	EMEA	USD
Cambodia	APAC	USD
Cameroon	EMEA	USD
Canada	Americas	CAD
Cape Verde	EMEA	USD
Cayman Islands	Americas	USD
Central African Republic	EMEA	USD

Country	Geo	Currency
Chad	EMEA	USD
Channel islands	EMEA	GBP
Chile	Americas	USD
China	APAC	CNY
Colombia	Americas	USD
Comoros	EMEA	USD
Congo	EMEA	USD
Congo, The Democratic Republic of the	EMEA	USD
Costa Rica	Americas	USD
Cote d'Ivoire	EMEA	USD
Croatia	EMEA	EUR
Cuba	Americas	USD
Cyprus	EMEA	EUR
Czech Republic	EMEA	EUR
Denmark	EMEA	DKK
Djibouti	EMEA	USD
Dominica	Americas	USD
Dominican Republic	Americas	USD
East Timor	APAC	USD
Ecuador	Americas	USD
Egypt	EMEA	USD
El Salvador	Americas	USD
Equatorial Guinea	EMEA	USD
Eritrea	EMEA	USD
Estonia	EMEA	EUR
Ethiopia	EMEA	USD
Falkland Islands (Malvinas)	EMEA	USD
Faroe Islands	EMEA	DKK
Finland	EMEA	EUR
France	EMEA	EUR
French Guiana	EMEA	EUR
French Polynesia	EMEA	EUR
French Southern Territories	EMEA	EUR
Gabon	EMEA	USD
Gambia	EMEA	USD
Georgia	EMEA	USD
Germany	EMEA	EUR
Ghana	EMEA	USD
Gibraltar	EMEA	GBP
Greece	EMEA	EUR
Greenland	EMEA	DKK
Grenada	Americas	USD
Guadeloupe	EMEA	EUR
Guam	Americas	USD
Guatemala	Americas	USD
Guinea	EMEA	USD
Guinea-Bissau	EMEA	USD

Country	Geo	Currency
Guyana	Americas	USD
Haiti	Americas	USD
Holy See (Vatican City State)	EMEA	EUR
Honduras	Americas	USD
Hong Kong	APAC	USD
Hungary	EMEA	EUR
Iceland	EMEA	DKK
India	APAC	INR
Indonesia	APAC	USD
Ireland	EMEA	EUR
Israel	EMEA	USD
Italy	EMEA	EUR
Jamaica	Americas	USD
Japan	Japan	JPY
Jordan	EMEA	USD
Kazakhstan	EMEA	USD
Kenya	EMEA	USD
Korea	APAC	KRW
Kuwait	EMEA	USD
Kyrgyzstan	EMEA	USD
Laos	APAC	USD
Latvia	EMEA	EUR
Lebanon	EMEA	USD
Lesotho	EMEA	USD
Liberia	EMEA	USD
Libya	EMEA	USD
Liechtenstein	EMEA	CHF
Lithuania	EMEA	EUR
Luxembourg	EMEA	EUR
Macau	APAC	USD
Macedonia, Former Yugoslav Republic	EMEA	EUR
Madagascar	EMEA	USD
Malawi	EMEA	USD
Malaysia	APAC	USD
Mali	EMEA	USD
Malta	EMEA	USD
Marshall Islands	Americas	USD
Martinique	EMEA	EUR
Mauritania	EMEA	USD
Mauritius	EMEA	USD
Mayotte	EMEA	USD
Mexico	Americas	USD
Micronesia	Americas	USD
Moldova, Republic of	EMEA	USD
Monaco	EMEA	EUR
Montserrat	Americas	USD
Morocco	EMEA	USD

Country	Geo	Currency
Mozambique	EMEA	USD
Myanmar	APAC	USD
Namibia	EMEA	USD
Netherlands	EMEA	EUR
Netherlands Antilles	Americas	USD
New Caledonia	EMEA	USD
New Zealand	APAC	NZD
Nicaragua	Americas	USD
Niger	EMEA	USD
Nigeria	EMEA	USD
Northern Mariana Islands	Americas	USD
Norway	EMEA	NOK
Oman	EMEA	USD
Pakistan	EMEA	USD
Palau	Americas	USD
Panama	Americas	USD
Paraguay	Americas	USD
Peru	Americas	USD
Philippines	APAC	USD
Pitcairn	EMEA	USD
Poland	EMEA	EUR
Portugal	EMEA	EUR
Puerto Rico	Americas	USD
Qatar	EMEA	USD
Reunion	EMEA	EUR
Romania	EMEA	EUR
Russia	EMEA	USD
Rwanda	EMEA	USD
Saint Helena	EMEA	USD
Saint Kitts/Nevis	Americas	USD
Saint Lucia	Americas	USD
Saint Pierre and Miquelon	EMEA	USD
Saint Vincent	Americas	USD
San Marino	EMEA	EUR
Sao Tome and Principe	EMEA	USD
Saudi Arabia	EMEA	USD
Senegal	EMEA	USD
Serbia & Montenegro	EMEA	EUR
Seychelles	EMEA	USD
Sierra Leone	EMEA	USD
Singapore	APAC	USD & SGD
Slovakia	EMEA	EUR
Slovenia	EMEA	EUR
Somalia	EMEA	USD
South Africa	EMEA	ZAR
Spain	EMEA	EUR
Sri Lanka	APAC	USD

Country	Geo	Currency
Sudan	EMEA	USD
Suriname	Americas	USD
Svalbard and Jan Mayen	EMEA	NOK
Swaziland	EMEA	USD
Sweden	EMEA	SEK
Switzerland	EMEA	CHF
Taiwan	APAC	USD
Tajikistan	EMEA	USD
Tanzania, United Republic of	EMEA	USD
Thailand	APAC	USD
Togo	EMEA	USD
Trinidad and Tobago	Americas	USD
Tunisia	EMEA	USD
Turkey	EMEA	USD
Turkmenistan	EMEA	USD
Turks and Caicos	Americas	USD
Uganda	EMEA	USD
Ukraine	EMEA	USD
United Arab Emirates	EMEA	USD
United Kingdom	EMEA	GBP
United States	Americas	USD
Uruguay	Americas	USD
Uzbekistan	EMEA	USD
Vanuatu	EMEA	NZD
Venezuela	Americas	USD
Vietnam	APAC	USD
Virgin Islands, British	Americas	USD
Virgin Islands, U.S.	Americas	USD
Wallis and Futuna	EMEA	USD
Western Sahara	EMEA	USD
Yemen	EMEA	USD
Zambia	EMEA	USD
Zimbabwe	EMEA	USD