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## Leveraging your investment

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# Agenda

What's available for free - Entitlements

Software Subscriptions – Why is it relevant ?

Software Support – Help !!!

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**Entitlements – Value for Free !!!**





# Quickly tell me what's for FREE !!!!

- **Traveler** – Push Mail on Mobile – Mail with wheels
- **iNotes** – 3 browser modes (Full, Lite, Ultralite) – Anywhere Everywhere
- **Symphony** – Productivity Editor – Not an Expensive Typewriter
- **Sametime Entry** – Chat, IM – Realtime Collaboration
- **Designer** – Application Development – Cool Apps, Xpages
- **Whew !!! More...**
- **Connections Files and Profiles** – Microblogging, Profiles & Files – Go Social
- **Sametime Proxy** – Awareness in a browser
- **Tivoli Directory Integrator** – Directory Sync and Integration
- **Mobile Connect** – VPN Solution – Connect from anywhere securely



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**Software Subscriptions  
Why is relevant ?**





# Why is it relevant ?

- Entitles you to new releases and versions of your installed software
- Streamlines budgeting for software upgrades and migration
- Provides download and media access to the latest versions of software, serving to enhance stability, reliability and performance of applications
- **Why Upgrade ? (Example – Lotus Notes and Domino)**
- **New Entitlements** – Connections Files and Profiles
- **New Enhancements** – Traveler support for Android 4, IE9, Chrome Support
- **Saving Cost** – ND85 enhancements like DAOS, ID Vault etc..
- **Get Advantage of Simplified Licensing** – Eg. Express Licensing
- **TCO Benefits...**

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**Software Support – Help !!!**





# Software Technical Support

- Voice and electronic access for usage, “how to” and code-related support
- Cross-platform support Direct to Engineering
- 24/7 coverage for Severity 1 problems
  - Business severity designated by customer
  - Normal business hour coverage for Sev 2 – 4 problems
- Submit, view and manage problem status on the Internet via the Service Request Tool
- No limits on number of designated IT Professionals that can contact support
- Worldwide infrastructure: support in native languages and time zones
- Self-help plus access to registered website for enhanced online support
- Navigation and advanced search capabilities for support (24X7)





# IBM Software Support Portal

The screenshot displays the IBM Software Support Portal interface. At the top, the IBM logo is on the left, and the location is set to "United States [select]". A search bar is located to the right of the location. Below the header is a navigation menu with options: Home, Solutions, Services, Products, Support & downloads, and My IBM.

The main content area is titled "Support overview" and "Support for my selected products". A prominent banner reads "Your customized support experience" with the instruction: "To modify the contents of this page, choose your products and a page." To the right of this banner is an image of blue 3D letters forming a path that recedes into the distance.

On the left side, there are several utility sections:
 

- Choose your products:** Includes "Manage my product list", a search field for products, and a list of "Your products" (All | Active) with a checked box for "Software support (general)".
- Choose your page:** A vertical list of navigation options including Overview, Downloads, Troubleshooting, Documentation, Forums & communities, Planning, Installation, Usage, Service requests and PMRs, and Site assistance.

The main content area contains several expandable panels:
 

- Featured links:** Lists links for "Software support (general)" such as "All IBM software (A-Z)", "Software Support Handbook", "RSS feeds of support content", and "Request e-mail updates".
- Product news:** Features a "News" section with a play button icon and the text "Read the latest news on your product(s)", followed by a link for "IBM acquired and sold products" and another "Software support (general)" link with a sub-link for "Virtualization policy for IBM Software".
- Notifications:** Includes "Manage all my subscriptions" with sub-links for "Support RSS feeds" and "Software support (general)" with a sub-link for "Subscribe and view notices".
- Training:** Lists "Software support (general)" with sub-links for "IBM Education Assistant" and "Training and Certification".

On the right side, there are additional utility sections:
 

- Sign in to access your authorized content and to customize your pages.**
- Search support:** A search input field with a "Search" button and a dropdown menu set to "Within my selected products".
- Translate this page:** A "Select a language" dropdown menu with a "Translate" button and a "Rate this translation" link.
- Customize this page:** A plus sign icon to expand the menu.
- Support resources:** A list of expandable sections: "Contact support", "Buy support and services", "Other IBM pages", and "Product and brand links".
- Site availability:** A green status indicator and a plus sign.
- Site news:** A plus sign.
- Support feedback:** A plus sign.
- Reduce risks:** A section with a colorful sun-like icon.

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**Questions ?????**



