Business. Made Social.

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 !!!!

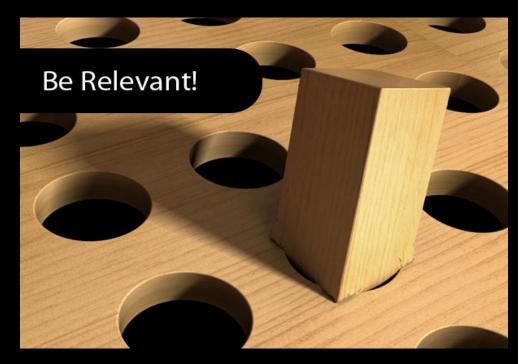
- Traveler Push Mail on Mobile Mail with wheels
- iNotes 3 browser modes (Full, Lite, Ultralite) Anywhere Everywhere
- Symphony Productivity Editor Not an Expensive Typewriter
- Sametime Entry Chat, IM Realtime Collaboration
- Designer Application Development Cool Apps, Xpages
- Whew !!! More...
- Connections 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 SubscriptionsWhy 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 !!!

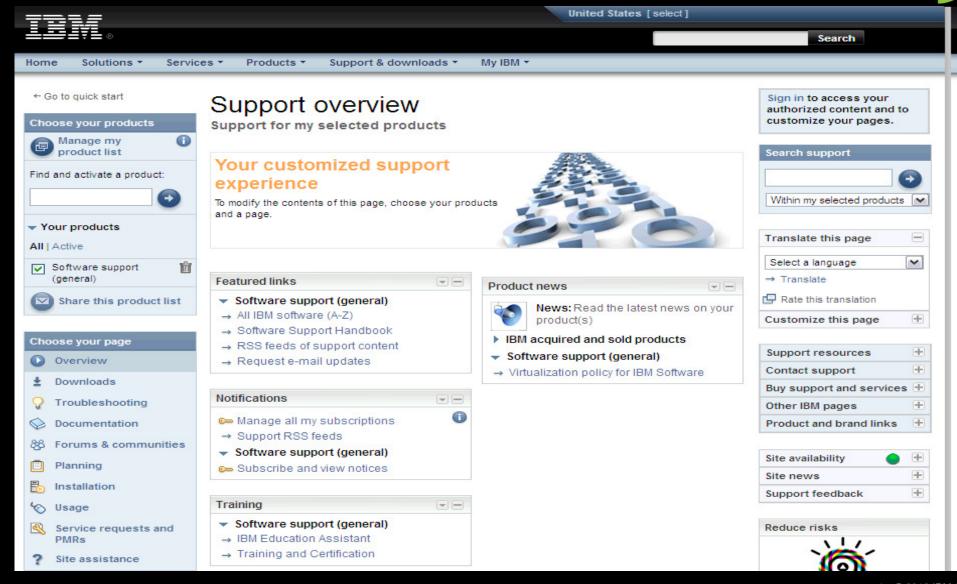






- Voice and electronic access for usage, "how to" and code-related support
- Cross-platform support Direct to Engineering
- 24/7 coverage for Severity 1 problems
 - Business severity designated by customer
 - Normal business hour coverage for Sev 2 4 problems
- Submit, view and manage problem status 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



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Questions ?????



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