

Having Multiple Sites with Passport Advantage and Passport Advantage Express



Passport Advantage (PA) and Passport Advantage Express (PAE) are IBM's license acquisition (how you buy) and software maintenance (Technical Support and Product Upgrades) offerings for distributed software.

This document will address why and how customers of all sizes can and do set up and use multiple Passport Advantage Sites to meet their business needs.

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Explaining these topics will assist our customers, Business Partners, and IBM personnel in the management of Passport Advantage Agreements. Similar challenges may be faced by PAE customers even though the PAE Agreement is a single-Site based Agreement, not a multi-Site-capable Agreement. What follows may also be helpful to those customers as well.

The Need for Additional Sites

An organization using Passport Advantage may set up multiple Sites anywhere in the world and include them under a single PA Agreement. Pre-authorization by the Originating Site for other sites (Additional Sites) to participate under the Agreement should be provided to IBM using the Authorized Additional Site Schedule (AASS). This allows the customer to leverage the aggregate purchases across all Sites listed on the schedule to attain best pricing for all sites, help manage their inventory, and access software upgrades and technical support in those locations. However, some customers have found the framework of the basic program design doesn't explicitly provide the flexibility to address all possible organizational structures

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or operating modes. Therefore, they may have created multiple PA Sites for purposes not originally considered in the design of the PA program, such as:

- Managing a unique project
- Managing products/solutions
- Accommodating more than one IS technical support group
- Managing their specific budgets and environments

We have been updating the program, the tools, the processes, and procedures that operate in support of the program, in order to accommodate our customers' requirements which in the past may have been resolved by the above scenario.

Having More Than One 'Site' At a Location

While this is possible, it is not the intended design of the program, and makes relationship/agreement management more difficult and complex for the customer, the Business Partner and for IBM. The May 2003 Software Maintenance changes to Passport Advantage removed most of the issues that caused customers to want to do this (e.g., wanting to ensure they always got 12 months of coverage with every new license). The new Managed Access features of Passport Advantage Online for customers, which were expanded in May 2004, will be further enhanced to address other issues (e.g., who gets access to what information, notifications, product entitlements, etc.) and so reduce even more the need for such work-arounds. Some issues that cause customers to want multiple PA Sites for a single location are still to be addressed, such as separating renewals by product and/or brand. This is being looked into for future enhancements.

Considerations about Having Multiple Sites for One Organization

Besides what has been mentioned above, each Passport Advantage or Passport Advantage Express Site has a unique IBM Customer Number (ICN). The ICN is used to verify the customer's entitlement (or right) for technical support on products with active Software Maintenance. The customer needs to use the unique ICN associated with a Site in order to receive the entitled service for that Site's installed products. Satisfaction issues are possible if the customer contacts the IBM Support Center with the incorrect ICN.



How a Customer Receives Technical Support for Multiple Sites

Voice Support

Each customer site has a unique ICN. IS staff, authorized by the customer, can call the technical support center in their country or region and provide the ICN for their site. If they have multiple sites registered for the same location, they need to make sure they use the correct ICN so they are not denied support. IBM does not require a list of authorized callers for access to voice Support.

Web-based problem submission tool, Electronic Service Request (ESR)

When a PA Agreement and/or when an Additional Site is established, or when multiple PAE Agreements exist for the same customer location, a Site Technical Contact (STC) is assigned for each Site. This contact maintains a list of IS staff names authorized to access the ESR tool and submit problems electronically. When there are multiple Sites on record for the same location, only the products listed as installed under the specific ICN for that Site can be viewed and receive technical support on the ESR tool.

Why a PAE Customer Could Have More Than One 'Site' At a Location

There is nothing about the design of PAE which prohibits the use of multiple PAE registrations at a single customer location. Considerations as to whether to do this or not from the customer's, Business Partner's or IBM's perspective, include the manageability of their account, software upgrades, and technical support. Pricing is not a factor with PAE because unlike Passport Advantage, which provides for the aggregation of purchases across all Sites within the same agreement to achieve the most advantageous volume pricing for the customer's enterprise, PAE provides no such incentive.

How a PA Customer Establishes Additional Site

- The Primary Business Contact at the Originating Site must approve any additional sites being added to their Agreement.
- This is accomplished by completing the Authorized Additional Site Schedule at the time of enrollment or at any time later.
- If the Additional Site tries to enroll under the Originating Site's agreement and is not on the AASS, then the process is

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considerably slowed while a check with the Originating Site's Primary Business Contact or Administrative Contact is concluded.

- Once an Additional Site has been authorized, they can enroll in the usual ways - on-line (where available) or by hard-copy enrollment.

How a PA or PAE Customer Consolidates Sites



Online
Support

Customers may want to consolidate PA Sites, especially if they are at the same location, to simplify the administration of their inventory. IBM Passport Advantage Coordinators in each IBM region work with customer requests to consolidate Sites. These requests are usually initiated through the Business Partner, an IBM rep, or through a request received by the Passport Advantage [eCustomer Care](#) team. The Passport Advantage Coordinator will work with the administrative team in the customer's geography to see that the request is implemented.

How a Customer Receives Renewal Notices for Each Individual Site

Renewals for software maintenance are sent only to the customer site where the licenses are on record as being installed. If product renewals are not being sent to the correct Site, then a customer needs to work with their Business Partner or IBM rep to document where the licenses are installed.

Renewal Notices Sent By Brand

There are currently no options within Passport Advantage or Passport Advantage Express to selectively generate and send renewal notices grouped by product category, brand, or operating system platform, although this is being considered for a future enhancement. For each PA or PAE Site, renewal notices are sent for all products with active Software Maintenance at that site. The renewal notices are created and sent out in the period leading up to the customer's Anniversary date.



Information

For more information on Passport Advantage and Passport Advantage Express, please visit

ibm.com/software/passportadvantage.