



IBM Retail Environment for SUSE LINUX (IRES)

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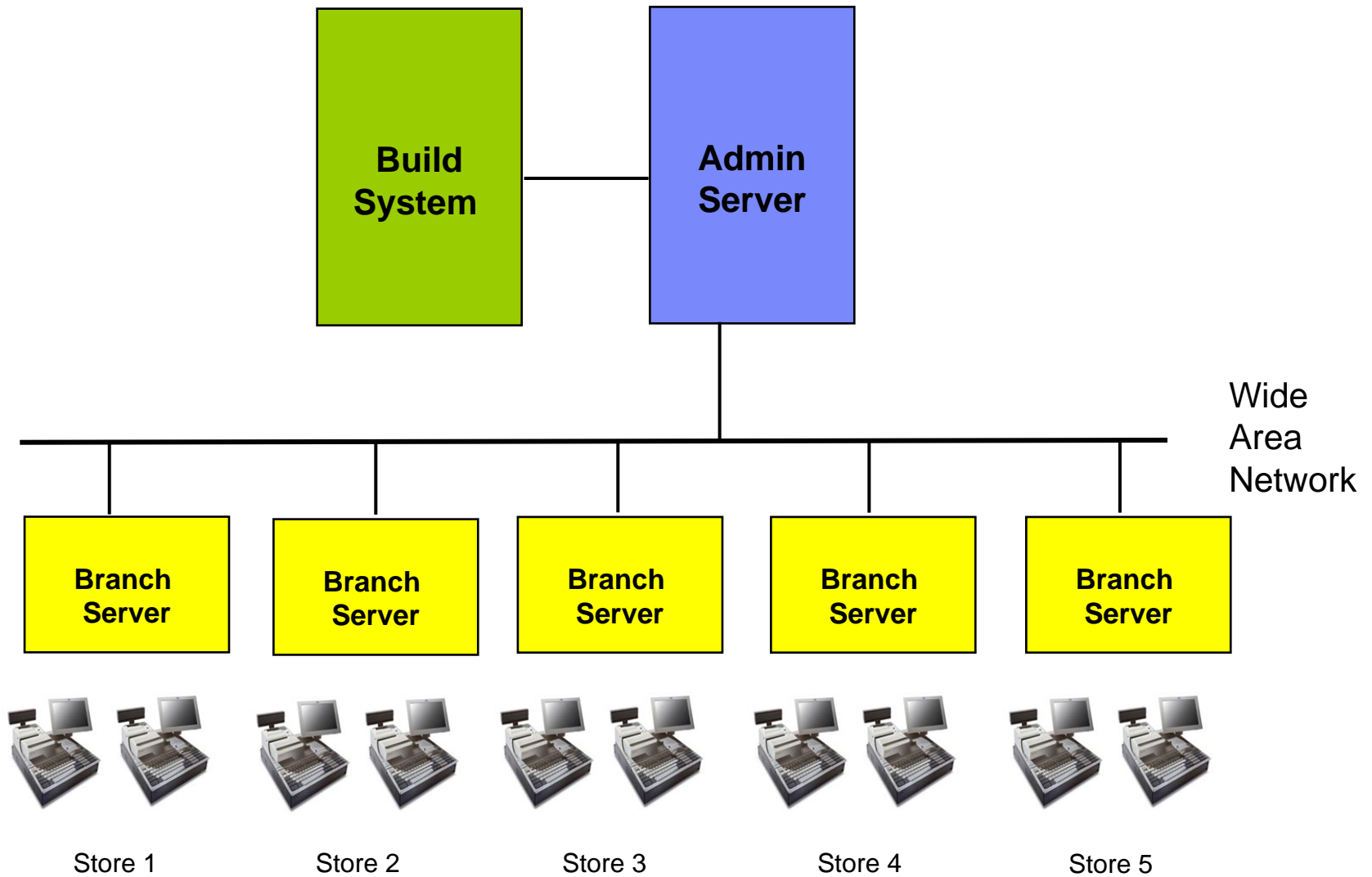
IRES Product Structure – i-listed PRPQ

IRES Product Information

<u>Product Name</u>	<u>PID</u>	<u>PRPQ Number</u>
High End Server	5799-RYL	P85722
High End Server Maintenance	5799-RYP	P85723
Low End Server	5799-RYN	P85724
Low End Server Maintenance	5799-RYQ	P85725
POS Client	5799-RYR	P85726
POS Client Maintenance	5799-RYT	P85727

Note that you must order the Software Maintenance (Registration Feature Code) to be entitled for support!

Typical Enterprise Configuration for IRES



Determine what IRES PIDs to order

Bd
Build Machine (enterprise):
1 High End Server
Single Administration Server (enterprise):
1 High End Server
Dual Admin Servers (enterprise):
1 High End AND 1 Low End Server
AS

The Build Machine and the Admin Server can be combined on a single machine if required; in this case, only one High End Server should be ordered. However, we recommend that the Build Machine (potentially in a lab location) be separate from the production Admin Server which is responsible for serving the stores and managing the store Branch Servers and Clients.

BS
Single Branch Server, 10 or fewer clients:
1 Low End Server
Single Branch Server, more than 10 clients:
1 High End Server
Dual Branch Servers, any number of clients:
1 High End AND 1 Low End Server
POS Clients:
As many POS Clients as needed
Standalone fat client scenario:
**As many POS Clients as needed,
and 1 High End Server for Build
Machine**

IRES Ordering Steps

- 1. Get customer to sign Statement of Work for Support of IRES. THE SOW MUST BE SIGNED PRIOR TO THE IRES PRPQ REQUEST BEING APPROVED!!! NO EXCEPTIONS!!!**
 - 2. Fill out IRES Customer Information Form (word document) – contains information like customer name, customer number, ship-to address.**
 - 3. Submit copy of signed SOW (via fax) and a completed IRES Customer Information Form (via email) to Art Warner; Art's fax number and email address are included on the IRES Customer Information Form.**
 - 4. Submit i-listed PRPQ Request via normal ordering systems. Don't forget to include Software Maintenance PIDs in request!**
 - 5. Submit Special Bid as needed.**
 - 6. When approved, submit IRES PRPQ order for required numbers of High End Servers, Low End Servers, and POS Clients.**
- **Remember to use the Sales Checklist as a handy reminder!!**

Statement of Work information

- **Note that there is a slightly different Statement of Work for Support of IRES for direct customers and for channel customers**

- **For Direct Customers**
 - SOW is an attachment to the IBM Customer Agreement
 - The ICA agreement number must be entered on the SOW when it is signed
 - The Client Rep is responsible for signing the SOW and including it in the transaction paperwork

- **For Channel Customers**
 - The SOW is an agreement between the customer and IBM – not the partner
 - SOW is an attachment to the “Agreement for Services Acquired from a Business Partner” (or equivalent agreement)
 - The Agreement number must be entered on the SOW when it is signed
 - The Partner is responsible for getting the customer to sign the SOW
 - The Partner’s IBM Contact / Sales Rep is responsible for signing the agreement on behalf of IBM

For More Information

- **Documents posted for reference and usage**
 - Sales Checklist
 - IRES Customer Information Form
 - SOW, and BP Agreement
 - These charts

- **For IBMers**
 - Posted on Marketing Repository

- **For Partners**
 - Posted on Partnerworld for Developers

- **Don't hesitate to contact us for help!**
 - Use PartnerLine to submit questions
 - Knowledgebase will be updated as well with FAQs



THANK YOU!!