

# **Doing Business with IBM**

## **A Guide for ILOG System Integrator Customers in Europe, Middle East & Africa**



Welcome to IBM!

On December 29, 2008, IBM completed the acquisition of ILOG, a leading provider of powerful easy-to-use tools for business rules, optimization, visualization and supply chain management.

Since your organization has licensed software solutions, contracted services or has a partner agreement with ILOG, we would like to welcome you to the IBM family and provide key information that will help you transact business with IBM in the near future. As stated in the Transfer of Business letter, although many of the processes are changing, most contacts in sales, service delivery, support and education delivery will remain the same.

It is important to note that the existing ILOG SI model is moving to the IBM SI model. While your current contract will be honored until expiration or termination, under the IBM model the end customer acquires the IBM products directly. Consultants and Systems Integrators may “influence” a sale but do not take ownership of the IBM Products. You may decide that the Passport Advantage reseller program or an IBM OEM agreement gives you additional value beyond any influence incentives. We will work with you to help you determine the best programs for your needs.

### **What Transitioning to IBM Means for You**

Now that ILOG’s integration into IBM has begun, there are some important items that are either for your information or require your action. Please use this information as it applies to your business.

As a System Integrator, you’ll continue to have access to an extensive portfolio of software solutions and services offerings, while enjoying the high-quality, responsive service you’ve come to expect.

We anticipate you and your organization will experience a smooth transition to IBM during the next several months. During this process, the IBM team and your IBM/ILOG representative are available to answer any questions you may have, and to handle your ongoing software and service needs.

## **This document includes important information for:**

- I. Accounts Payable and Purchasing
- II. Software Support
- III. Certification, Professional Services and Education
- IV. Passport Advantage

### **I. Accounts Payable and Purchasing**

Effective July 1, 2009, you will begin to notice changes as ILOG processes begin to integrate with IBM. This document will explain many of the important changes about transacting business with IBM.

IBM is pleased to offer ILOG products and services through the IBM infrastructure. Our goal is to give our customers and partners flexible, integrated solutions that link departments, customers, partners, and manufacturing and delivery centers, both locally and globally. IBM offers a variety of strategic services to assist you with the ordering, invoicing and payment for IBM solutions.

The benefit you receive is a common process for your acquisition of software products and services from IBM. Please let us bring to your attention a few of the changes that may directly impact you.


**These items are for your information**  **These items require your action**

### **Changes you may encounter with your vendor records:**

The quotes and invoices you receive will change in format after July 1, 2009 and they will be issued from an IBM location as appropriate. This may affect the remit to address, and in certain countries, the transaction currency that you are using today. Please check the following items on your internal vendor records:

Vendor **name will change** from ILOG to the applicable local/regional IBM operation covering your location (we will use the term “Vendor” below to represent the IBM operation).

Vendor applicable **Tax Identification Number** will change.

 The vendor Tax Identification number applicable to orders for ILOG will change to that of the applicable IBM Company. If you are currently exempt from local VAT or Taxes, please re-submit your **VAT or tax exemption certificate** with your first order to the corresponding IBM legal entity as outlined in the Appendix in the Transfer of Business assignment letter.

**When placing an order:** The ILOG Sales Administrator will update your customer master record to reflect your status as VAT or tax exemption based on you submitting the VAT or tax exemption certificate.

**Please ensure this is completed as soon as possible or prior to your next order with IBM.**

- Vendor **remittance addresses** for checks, wire transfers, and overnight payments will change for all new business after July 1, 2009. The new details will appear on your invoices issued from BM after that date.
- In most countries, unless your own contract terms provide to the contrary, Vendor **standard payment terms** of ‘due upon receipt’ may be applicable. You can find this information on either your invoice or quote.
- In some countries, the currencies used by ILOG are different than those used by IBM, thus you may be **transacting in a different currency** with IBM.

### CURRENCY TABLE

Currency	Country
<b>British Pound</b>	United Kingdom
<b>Cyprus Pound</b>	Cyprus
<b>Danish Krone</b>	Denmark, Faroe Islands, Greenland, Iceland
<b>Euro</b>	Austria, Belgium, Bulgaria, Croatia, Czech Republic, Estonia, Finland, France, French Southern Territories, Germany, Greece, Hungary, Ireland, Italy, Latvia, Libya, Lithuania, Luxembourg, Martinique, Monaco, Montenegro, Netherlands, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain
<b>Norwegian Krone</b>	Norway
<b>South African Rand</b>	Lesotho, Namibia, South Africa, Swaziland
<b>Swedish Krone</b>	Sweden
<b>Swiss Franc</b>	Switzerland
<b>US Dollar</b>	Afghanistan, Albania, Algeria, Andorra, Angola, Armenia, Azerbaijan, Bahrain, Belarus, Benin, Bosnia and Herzegovina, Botswana, Burundi, Burkina Faso, Bulgaria, Cameroon, Cape Verde, Central African Republic, Chad, Congo (The Democratic Republic of the), Cote d'Ivoire, Croatia, Czech Republic, Djibouti, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands (Malvinas), French Guiana, French Polynesia, Gabon, Gambia, Georgia, Ghana, Gibraltar, Guadeloupe, Guinea, Guinea-Bissau, Holy See (Vatican City State), Hungary, Israel, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Latvia, Lebanon, Lesotho, Liberia, Liechtenstein, Macedonia (The former Yugoslav Republic), Madagascar, Malawi, Mali, Malta, Mauritania, Mauritius, Mayotte, Moldova (Republic of), Montenegro, Morocco, Mozambique, Namibia, Niger, Nigeria, Oman, Palestinian Territory (Occupied), Pakistan, Poland, Qatar, Republic of Moldova, Romania, Russia, Rwanda, Saint Helena, San Marino, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Slovakia, Slovenia, Somalia, Sudan, Swaziland, Tajikistan, Tanzania (United Republic of), Togo, Tunisia, Turkey, Turkmenistan, Uganda, Ukraine, United Arab Emirates, Uzbekistan, Western Sahara, Yemen, Yugoslavia, Zaire, Zambia, Zimbabwe

*Note: The following countries can trade in both Euros and US Dollars: Bulgaria, Croatia, Czech Republic, Hungary, Montenegro, Poland, Romania, Serbia, Slovakia and Slovenia.*

- In some countries, the correspondence you will receive from IBM may be in the local language.

## Changes you may encounter with the processing of your order:

- Effective July 1, 2009, ILOG customer numbers will be replaced with an IBM customer number (ICN). You will receive your ICN in a separate communication. Please note that your ICN will be used with all order related communication, except when accessing ILOG Support. For accessing ILOG Support, you will continue to use your current ILOG customer number until further notice (see Software Support section below).
- As we complete the migration to IBM systems, you will be provided with an IBM web site to **download software**. Access to the download site is available through your entitlement coverage period. Until then, ILOG products will continue to be available through the existing ILOG download location. Additionally, you will have the opportunity to sign up for electronic notification of new releases.
- New IBM part numbers and product descriptions** for the ILOG portfolio will replace the pre-existing ILOG product description for the most current ILOG offerings. These part numbers and product descriptions will appear on any quotes and invoices you may receive from IBM. Product descriptions will be similar to the original ILOG product descriptions.
- The **format of documents** (quotes, proof of entitlement, services statements of work, invoices, etc.) you receive will change based on the local/regional IBM operation covering your location.
- The shipping point, delivery options and freight charges will be aligned with IBM software manufacturing and delivery standards.
- If your company requires a purchase order to facilitate payment for any goods or services, IBM may require a new purchase order to be provided. Feel free to contact your ILOG representative with any questions.

## II. Software Support

The ILOG Support Team will continue to focus on delivering customer satisfaction without compromise. The existing ILOG Support offerings and systems will continue to be offered and used after July 1, 2009. As we work to integrate ILOG and IBM Support, we will offer ILOG customers expanded capabilities through the existing IBM Support infrastructure. For the most current information on IBM ILOG Support visit the [Software Support Handbook - Acquisitions](http://www14.software.ibm.com/webapp/set2/sas/f/handbook/acquisitions.html) site, <http://www14.software.ibm.com/webapp/set2/sas/f/handbook/acquisitions.html> and refer to the section for ILOG.

### What will not change on July 1, 2009

- Support will be provided as per your existing ILOG Support Agreements.
- ILOG Support will be accessed through the existing channels (continue to use your ILOG customer number and ILOG Support id for access).

- ILOG Support Service Requests will continue to be logged on-line via <https://support.ilog.com/> or by phone.
- ILOG hot sites and service packs will continue to be available through the existing ILOG download location <http://support.ilog.com/cse/download/view>.

**Note:** As we complete the migration to IBM systems, the above items will be changing and you will be notified of the changes through future communications.

## **What will change on July 1, 2009**

- As we complete the migration to IBM systems you will be provided with an IBM website for Knowledge assets, including proven practices, tips & techniques, Supportlink and documentation. You will be notified of the IBM website through future communications.

Please ensure the primary support contact within your organization is aware that they should continue to access ILOG Support in the same way they always have via email, telephone or on-line. Contact ILOG Support Integration online at <https://support.ilog.com/> for more information. The support contacts within your organization will receive additional communications regarding other upcoming system and process changes.

For the most current information and resources to assist you and your support contacts on the transition and integration of ILOG Support into IBM, please visit the [Software Support Handbook - Acquisitions](http://www14.software.ibm.com/webapp/set2/sas/f/handbook/acquisitions.html) site, <http://www14.software.ibm.com/webapp/set2/sas/f/handbook/acquisitions.html> and refer to the section for ILOG.

## **III. Certification, Professional Services and Education**

Certification on the ILOG products will continue to be an important element of your education program. By mid-year, the ILOG JRules Certification program will be transferred under the IBM Professional Certification Program, with testing through the global Authorized Prometric Testing Centers. There will be no change to the ILOG Certified Professional criteria and certifications already attained; and your JRules certifications will be recognized as IBM certified.

For more information on the IBM Professional Certification Program go to [www.ibm.com/certify](http://www.ibm.com/certify).

### **Professional Services:**

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

IBM Professional Services can be found at <http://www.ibm.com/developerworks/websphere/services/>.

## **Education:**

ILOG instructors will continue to provide training on the IBM ILOG products through the IBM worldwide network of education centers. The IBM WebSphere Education team delivers a comprehensive portfolio of education services to help customers and IBM Business Partners successfully deploy Service Oriented Architecture (SOA) and integrate IBM's WebSphere middleware products to achieve the maximum benefit.

Education is a key component to ensuring software success. A study by the IBM WebSphere Support Team has showed lack of training as the third most common cause of deployment issues for three years running. Our curriculum provides a unique training value built on exclusive product knowledge direct from IBM Developers cemented with expert instructors and flexible time and cost-saving training options. The IBM WebSphere Education team works closely with product developers and services organizations to ensure that the courses we offer provide the most up-to-the-minute technical and product information. Our courses place an emphasis on the advanced knowledge and insight that only these sources can provide. We draw from a deep pool of IBM technical experience in the development of our courses, and pass that knowledge on to our students.

With over 200 courses across eight curriculums, WebSphere Education provides training that spans the spectrum of skills needs from introductory product overviews to advanced programming and administration. Hands-on labs let you work with fully functional versions of the software you are studying to round out your training experience. Several training options are available, including classroom, private customized courses or instructor-led or self-paced online learning letting you train from your office without traveling.

ILOG courses are now part of the WebSphere Education Business Process Management curriculum. Course descriptions and training roadmaps are available at <http://www.ibm.com/websphere/education>.

### **What will remain the same until July 1, 2009**

- Continue to search and register for IBM ILOG courses using ILOG' global online registration system and phone numbers at [www.ilog.com/corporate/education](http://www.ilog.com/corporate/education).

### **What will change as of July 1, 2009**

- New search and register for IBM ILOG courses using IBM's global on-line registration system and contacts available at [www.ibm.com/training](http://www.ibm.com/training).
- To register for an IBM ILOG course in the IBM on-line 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.
- IBM ILOG training catalog, curricula, training paths, certification program now available at <http://www.ibm.com/software/websphere/education/>.
- ILOG Certification exam registration will move to the [IBM Prometric Web Site \(http://www.prometric.com/IBM/\)](http://www.prometric.com/IBM/). ILOG certification names have been changed to meet IBM standards.

- Public Classrooms – ILOG courses will be delivered in ILOG classrooms and some in new IBM classrooms; and will continue to be delivered by ILOG-authorized instructors and business partners.
- Prepaid training accounts and coupons will be honored by IBM up to their expiry dates. ILOG discount programs will be migrated to IBM discount programs.
- Students enrolling in 2009 for courses taking place prior to 7/1/09 will receive a course enrollment confirmation from ILOG systems. IBM will generate a similar course enrollment confirmation from IBM systems for courses offered after 7/1/09. No action is required from the student.

Please continue to contact your ILOG Area Services Director at <http://www.ibm.com/developerworks/websphere/services/contacts.html> or your ILOG Education Director at <http://www.ibm.com/software/websphere/education/> for any services or education requirements.

#### **IV. Passport Advantage**

As a partner of IBM, you will begin to see references to [Passport Advantage](#) and [Passport Advantage Express](#). Passport Advantage and Passport Advantage Express are simple, comprehensive IBM offerings for customers to purchase new software licenses, including Fixed Term Licenses and Software Subscription and Support (product upgrades and technical support) under a single, common set of agreements, processes and tools.

As part of IBM's efforts to simplify the purchase and deployment of software, IBM will be making some of the IBM ILOG products and support available under IBM's [Passport Advantage](#) and [Passport Advantage Express](#) at Transfer of Business. These products will become available to IBM Customers and PartnerWorld Business Partners. You will become an IBM Business Partner by joining IBM PartnerWorld.

With Passport Advantage and Passport Advantage Express, your customers can get the most from their IBM software while you increase the profit potential of your sales. IBM Business Partners who are Passport Advantage Online Resellers have secure access to Passport Advantage Online which provides them with the latest program information plus access to a wide array of tools to help manage their Passport Advantage accounts.