



FAST FACTS

- The **IBM Support Portal** is a new, customizable way to present IBM technical support tools and information.
- IBM Support Portal will replace much of the current IBM support site in early **January 2010**. Hardware products, operating systems & services will follow later in 2010.
- IBM Support Portal has been available since **June 2009** as a public demo.
- **Hundreds of IBM clients** from around the globe have been involved in designing the new IBM Support Portal over the past year.
- **IBM Support Portal will evolve** and client feedback will drive future releases.
- **Learn More:**
 - **Visit the IBM Support Portal:** <http://www.ibm.com/support/entry/portal>
 - **IBM Electronic Support site:** <http://ibm.com/support/electronicssupport/portal.html>
 - **Demo videos:** https://www-951.ibm.com/blogs/SPNA/entry/the_ibm_support_portal_videos
 - **IBM Electronic Support Community blog:** <https://www.ibm.com/developerworks/mydeveloperworks/blogs/IBMElectronicSupport/>
 - **IBM Support Portal News and Alerts blog:** <https://www-951.ibm.com/blogs/SPNA/>
 - **IBM_eSupport on Twitter:** http://twitter.com/ibm_eSupport

General Information

Q1. What is the IBM Support Portal?

- A1. The IBM Support Portal provides IBM customers with a unified, centralized view of all technical support tools and information for all IBM systems, software, and services. Customized based on your selected products, entitlement, and geography, the IBM Support Portal will let you personalize the pages to focus on exactly the information and resources you need for problem prevention and faster problem resolution.

Q2. Why did IBM decide to change the support experience that clients are used to?

- A2. Feedback from clients indicates that our current structure is very confusing. The organization of content varies from product to product. There is no way to look at multiple products at the same time. While we have some personalization and customization, it is not consistent across the sites. The new IBM Support Portal will provide the experience that clients have been asking for and also enables IBM to better integrate the various support applications and capabilities that exist in a much more consistent manner.

Q3. When will the IBM Support Portal be available?

- A3. Now! The IBM Support Portal is available for all clients to use in addition to the current ibm.com/support site. In June 2009, IBM introduced the portal to all WebSphere, Lotus, Information



Management, and Power Systems users. In October 2009, users of our Rational, Tivoli, System x, System z, Storage, and Retail products began using the Support Portal.

Q4. Does this mean the current technical support pages I use today will be going away?

A4. Yes, the IBM Support Portal will replace the current software technical support sites at the beginning of 2010 and hardware technical support site pages will sunset in mid 2010.

Q5. Are there any additional charges to use the IBM Support Portal?

A5. No, access to the support portal is free to everyone. Access to selected individual functions on the portal may require unique entitlement/warranty or support agreements with IBM. These requirements would be the same as you had prior to the new portal. You will have no reduction in function or access.

Q6. What are the key differences between the current support site and the new IBM Support Portal?

A6. The new IBM Support Portal is similar to the current support site with the organization of support information by product and task you would like to perform.
The main differences between the current support site and the new IBM Support Portal are the ability to:

- Access support information in a consistent user interface for up to 10 products or services at once instead of going to 10 different web pages or sites for each product or service
- Search for information using IBM's improved search engine and interface including the ability to apply filters to the result sets
- Access other support capabilities such as Service Request, Fix Central and My Notifications from this centralized location
- Personalize the support information you find most useful by rearranging, adding and deleting modules from your IBM Support Portal page

Q7. Will my current bookmarked support site links work?

A7. All current links, whether bookmarked in a browser or referenced in IBM support material, will work and be automatically redirected to the new IBM Support Portal.

Q8. Do I need to sign in with my IBM web ID?

A8. You do not need to sign in to access support information. However, we do encourage you to sign in to gain access to enhanced features such as the ability to personalize your pages, view My Notifications, and review service requests.

Q9. How can I provide feedback?

A9. Use the "Support Feedback" module in the right hand side of the portal. We value your feedback and each comment will be routed to the appropriate person.

Q10. Which languages does the IBM Support Portal support?

A10. Visit the IBM Support Portal blog: <https://www-951.ibm.com/blogs/SPNA/> to view the list of 19 languages currently supported. Some of the content provided via the IBM Support Portal is produced in English only. When this occurs, clients can dynamically translate this content into Portuguese, French, German, Japanese, Korean, Spanish, Simplified Chinese, and Traditional Chinese.

Q11. How do IBM clients learn about the IBM Support Portal support?

A11. Please review the "Learn More" section in the "Fast Facts" area above for links to IBM Support Portal demo videos, blog postings, etc. Feel free to contact spe@us.ibm.com for a live demo of the Support Portal.