



# IBM InfoSphere Information Server V8.5 Ready to Launch for SAP Applications offers foundation of trusted, quality data for SAP to help businesses make better decisions

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## At a glance

IBM® InfoSphere™ Information Server V8.5 Ready to Launch for SAP Applications is designed to help you:

- Reduce the risk for SAP migrations and consolidations by providing key data integration capabilities, SAP-specific technology accelerators, and demonstrated methodology and best practices
- Improve business process execution by enhancing the quality of data delivered to SAP
- Achieve economies of scale and benefits of learning by enabling you to leverage a repeatable, reusable infrastructure for multiple SAP rollouts and ongoing enterprise integration, quality, and governance

IBM InfoSphere Discovery for Information Integration System z® parts are now available as chargeable components to help you purchase specific entitlements to InfoSphere Discovery for Information Integration offerings for IBM System z.

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

## Overview

Organizations face a number of challenges while embarking on SAP migrations and consolidations, or extending SAP investments. These challenges include:

- Increased project risks due to the lack of common understanding of the data requirements for SAP business processes, thereby reducing effective collaboration across different process workstreams
- Intense manual development processes that are prone to error and risk
- Poor data quality that impacts business process execution and leads to degraded decision quality
- Increased total cost of ownership and lack of governance due to custom implementations that are not reusable or flexible for future SAP data integration needs
- Lack of deep SAP experience

**IBM InfoSphere Information Server V8.5 Ready to Launch for SAP Applications** helps clients address these challenges by:

- Facilitating a common understanding of the data requirements via standardized, data-centric processes to map out business needs at the onset of a SAP migration or consolidation project
- Automating intense manual development processes, including data discovery, modeling, and mapping through SAP-specific technology accelerators
- Intelligently discovering and fixing data quality issues while linking them to business processes, thereby enabling prioritization of focused data cleansing
- Offering a broad range of repeatable data integration capabilities that can be reused for multiple SAP projects to optimize return on investment
- Leveraging IBM's strong expertise and best practices gained from thousands of worldwide SAP application implementations

**IBM InfoSphere Discovery for Information Integration System z** parts enable clients to order InfoSphere Discovery for Information Integration offerings for System z. The function provided is the same as that in the equivalent non System z offerings.

InfoSphere Discovery helps clients accelerate information-centric project deployment and reduce risk by creating a 360-degree view of data relationships across heterogeneous sources. Leveraging patented capabilities, InfoSphere Discovery enables clients to identify and document what data they have, where it is located, and how it is linked across systems by intelligently capturing relationships, and determining applied transformations and business rules.

For detailed information on InfoSphere Discovery, refer to Software Announcement [210-413](#), dated December 07, 2010.

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## Key prerequisites

For details, refer to the [Hardware requirements](#) and [Software requirements](#) sections.

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## Planned availability date

May 10, 2011: Electronic availability

May 23, 2011: Media availability

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## Reference information

Refer to Software Announcement [206-334](#), dated December 12, 2006

Refer to Software Announcement [210-413](#), dated December 07, 2010

Refer to Software Announcement [210-177](#), dated October 12, 2010

Refer to Software Announcement [209-355](#), dated October 27, 2009

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## Program number

Program number	VRM	Program name
5725-B25	4.5.0	IBM InfoSphere Discovery for Information Integration

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## Education support

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Available training offerings include client on-site training, public training at IBM facilities, and remote learning via FlexLearning. Through client on-site training, IBM delivers standard or customized training to meet the requirements of its clients. IBM can also provide mobile academies for a rental fee to minimize clients' setup activities.

IBM public training simplifies the process by providing the complete environment for standard course deliveries and giving students the ability to learn without the distractions of everyday responsibilities. Public training is offered on a regular schedule worldwide. For more information on public instructor-led training, visit

<http://www.ibm.com/software/data/ips/services/learning.html>

The newly enhanced FlexLearning program enables clients to attend training on their own schedule at their own location. This program offers state-of-the-art technology to deliver highly valuable training at minimum cost. All current courses are approximately three hours in length and offer a valuable learn-by-doing, self-paced format.

For more information on any of the training offerings, contact

[iiseduc@us.ibm.com](mailto:iiseduc@us.ibm.com)

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## Offering Information

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Product information is available via the Offering Information website

<http://www.ibm.com/common/ssi>

Also, visit the Passport Advantage® website

<http://www.ibm.com/software/passportadvantage>

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## Publications

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### Documentation provided with the product

Documentation for IBM InfoSphere Information Server V8.5 Ready to Launch for SAP Applications is provided for each product module part of the acquired offering. No hardcopy publications are shipped with this product. However, links to Quick Start Guides are provided on [ibm.com](http://www.ibm.com)® at

<http://www.ibm.com/support/docview.wss?uid=swg27021296>

### The Information Center and online documentation

When you install the product module parts of the acquired offering, the documentation is installed in the IBM InfoSphere Information Server Information Center and the IBM InfoSphere Data Architect Information Center. The Information Centers are also available at

<http://publib.boulder.ibm.com/infocenter/iisinfsv/v8r5/index.jsp>

<http://publib.boulder.ibm.com/infocenter/rdahelp/v7r5/index.jsp>

The PDF documentation for IBM InfoSphere Discovery is available at

<https://www.ibm.com/support/docview.wss?uid=swg27020315>

## The IBM Publications Center

In addition to the documentation provided with the product module parts of the acquired offering, you can also obtain publications from the IBM Publications Center at

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material, with a catalog of 70,000 items. Extensive search facilities are provided. Printed publications can be ordered from the IBM Publications Center. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats. Those with order numbers that begin with SC or GC can be downloaded by all countries free of charge, and those with order numbers that begin with LC can be purchased by customers with an active product license for the related product.

For information regarding publication titles and publication numbers, refer to

- IBM InfoSphere Information Server, Software Announcement [210-177](#), dated October 12, 2010
- IBM InfoSphere Discovery, Software Announcement [210-413](#), dated December 07, 2010
- IBM InfoSphere Information Server Pack for SAP R/3, Software Announcement [209-355](#), dated October 27, 2009
- IBM InfoSphere Information Server Pack for SAP BW, Software Announcement [206-334](#), dated December 12, 2006

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## Technical information

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### Specified operating environment

#### *Hardware requirements*

#### **InfoSphere Information Server V8.5 Ready to Launch for SAP Applications**

Refer to the information and system requirements website, listed below for each product module part of the acquired offering, for information regarding hardware requirements:

- InfoSphere Information Server V8.5  
<http://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS210-177#h2-techinfx>
- InfoSphere Discovery  
[http://www-01.ibm.com/software/data/infosphere/discovery/requirements.html?S\\_CMP=rnav](http://www-01.ibm.com/software/data/infosphere/discovery/requirements.html?S_CMP=rnav)
- InfoSphere Data Architect  
<https://www.ibm.com/support/docview.wss?uid=swg27014477>
- InfoSphere Information Server Pack for SAP BW  
<http://www-01.ibm.com/software/data/infosphere/info-server/pack-sap-bw/>
- InfoSphere Information Server Pack for SAP R/3  
<http://www-01.ibm.com/software/data/infosphere/info-server/pack-sap-r3/>

## **InfoSphere Discovery for Information Integration System z**

Refer to the information and system requirements website listed below for information regarding hardware requirements:

- InfoSphere Discovery for Information Integration  
[http://www-01.ibm.com/software/data/infosphere/discovery/requirements.html?S\\_CMP=rnav](http://www-01.ibm.com/software/data/infosphere/discovery/requirements.html?S_CMP=rnav)

### **Software requirements**

## **InfoSphere Information Server V8.5 Ready to Launch for SAP Applications**

Refer to the information and system requirements website, listed below for each product module part of the acquired offering, for information regarding software requirements:

- InfoSphere Information Server V8.5  
<http://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS210-177#h2-techinfo>
- InfoSphere Discovery  
[http://www-01.ibm.com/software/data/infosphere/discovery/requirements.html?S\\_CMP=rnav](http://www-01.ibm.com/software/data/infosphere/discovery/requirements.html?S_CMP=rnav)
- InfoSphere Data Architect  
<https://www.ibm.com/support/docview.wss?uid=swg27014477>
- InfoSphere Information Server Pack for SAP BW  
<http://www-01.ibm.com/software/data/infosphere/info-server/pack-sap-bw/>
- InfoSphere Information Server Pack for SAP R/3  
<http://www-01.ibm.com/software/data/infosphere/info-server/pack-sap-r3/>

**Note:** This program has software requirements restrictions, which are specified in the Program license. Refer to the Program license, Program Unique Terms for details.

## **InfoSphere Discovery for Information Integration System z**

Refer to the information and system requirements website listed below for information regarding software requirements:

- InfoSphere Discovery for Information Integration  
[http://www-01.ibm.com/software/data/infosphere/discovery/requirements.html?S\\_CMP=rnav](http://www-01.ibm.com/software/data/infosphere/discovery/requirements.html?S_CMP=rnav)

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

## **Planning information**

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### **Customer responsibilities**

Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and technical support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

## Security, auditability, and control

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These products use the security and auditability features of the host hardware or software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

## Software Services

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Services from IBM InfoSphere Professional Services complement the IBM Information Server platform. You can leverage the extensive technical skills and proven methodologies based on years of accumulated knowledge and experience, gained through hundreds of successful implementations. The IBM InfoSphere Professional Services team offers a wide range of services-related packages that are designed to help you achieve success in the design, implementation, and rollout of your information integration projects.

To learn more about IBM InfoSphere Professional Services or to contact a services representative, visit

<http://www-306.ibm.com/software/data/ips/services/professional.html>

We also extend our IBM Software Services reach through IBM Business Partners to provide an unmatched portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support any critical business need.

To locate an IBM Business Partner, visit

<http://www-304.ibm.com/partnerworld/gsd/homepage.do>

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## Ordering information

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These products are only available via Passport Advantage. They are not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software ValueNet®.

For more information about IBM Software ValueNet, visit

[http://www-01.ibm.com/software/lotus/passportadvantage/IBM\\_SW\\_ValueNet.html](http://www-01.ibm.com/software/lotus/passportadvantage/IBM_SW_ValueNet.html)

To locate IBM Business Partners for a specific Software ValueNet portfolio, contact your IBM representative.

## Product information

Licensed function title	Product group	Product category
IBM InfoSphere Discovery for Information Integration	Optim™	Optim
IBM InfoSphere Information Server Ready to Launch for SAP Applications	Information Integration Solutions	IBM Information Server

Program name	PID number	Charge unit description
IBM InfoSphere Discovery for Information Integration	5725-B25	Per Processor Value Unit (PVU)
IBM InfoSphere Discovery for Information Integration	5725-B25	Per Processor Value Unit for System z
IBM InfoSphere Discovery for Information Integration	5725-B25	Per Authorized User for System z
IBM InfoSphere Discovery for Information Integration	5725-B25	Per Authorized User
IBM InfoSphere Information Server Ready to Launch for SAP Applications	5725-D65	FTL per Processor Value Unit (PVU)

## Charge metrics definitions

### Authorized User

Authorized User is the unit of measure by which this program is licensed. An Authorized User is an individual (named or unnamed) within or outside of your enterprise. The program may be installed on one or more computers or servers and accessed by the number of users authorized by the Proof of Entitlement (PoE). You must have an entitlement for each Authorized User accessing the program or any program component in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means.

### Processor Value Unit (PVU)

Processor Value Unit (PVU) is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU Table by processor value, brand, type, and model number at the following website and the number of processors made available to the program.

[http://www.ibm.com/software/lotus/passportadvantage/pvu\\_licensing\\_for\\_customers.html](http://www.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html)

IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the program using either Full Capacity licensing or Virtualization Capacity (Sub-Capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (see webpage below). If using Full Capacity licensing, Licensee must obtain PVU entitlements sufficient to cover all activated processor cores<sup>1</sup> in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using Virtualization Capacity licensing, Licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at

[http://www.ibm.com/software/lotus/passportadvantage/Counting\\_Software\\_licenses\\_using\\_specific\\_virtualization\\_technologies.html](http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html)

<sup>1</sup> An Activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

### Notes:

- Some programs may require licenses for the program and what is being managed. In that case, the following applies: In addition to the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.

- Some programs may be licensed on a managed basis only. In that case, the following applies: Instead of the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.
- A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies: Rather than obtaining entitlements for the activated processor cores available to the program, Licensee must obtain PVU entitlements for this program sufficient to cover the environment made available to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.
- Express and Workgroup programs may be licensed with maximum use terms. In that case, the following applies: The maximum authorized use terms and conditions for PVU licensed IBM Express and Middleware Programs can be found in the IBM Express and Middleware Licensing Guide.

## Passport Advantage program licenses

### InfoSphere Discovery for Information Integration

Part description	Part number
IBM InfoSphere Discovery for Information Integration	
IBM InfoSphere Discovery for II Per Authorized User Annual SW S&S Rnw1	E0AY0LL
IBM InfoSphere Discovery for II Per Authorized User Lic + SW S&S 12 Mo	D0H52LL
IBM InfoSphere Discovery for II Per Authorized User SW S&S Reinstate 12 Mo	D0H53LL
IBM InfoSphere Discovery for II Per PVU Annual SW S&S Rnw1	E0AXZLL
IBM InfoSphere Discovery for II Per PVU Lic + SW S&S 12 Mo	D0H50LL
IBM InfoSphere Discovery for II Per PVU SW S&S Reinstate 12	D0H51LL

### InfoSphere Information Server Ready to Launch for SAP Applications

Part description	Part number
IBM InfoSphere Information Server Ready to Launch for SAP Applications	
IS RTL SAP Applications FTL per Processor Value Unit Initl FT Lic+S&S 12 Mo	D0JDHLL
IS RTL SAP Applications FTL per Processor Value Unit Subsq FT Lic+S&S 12 Mo	E0C27LL

## Passport Advantage trade-up licenses

### InfoSphere Discovery for Information Integration

Precursor product	Trade-up product	Trade-up part number
IBM InfoSphere Discovery for Information Integration		
IBM InfoSphere Discovery Workgroup Edition	InfoSp Discovery II PVU fr InfoSp Discovery Wkgrp PVU Trade Up Lic + SW S	D0IXJLL
IBM InfoSphere Discovery Workgroup Edition	InfoSp Discovery II fr InfoSp Discovery Wkgrp AU TrdUp Lic + SW S&S 12 Mo	D0IXKLL



## Passport Advantage supply

Program name/description	Part number
IS RTL SAP Apps V8.5.0	
InfoSphere Info Svr v8.5 Ready to Launch for SAP Apps Multiling Multiplat	BY05DML
InfoSp Discovery for II V4.5.0	
IBM InfoSphere Discovery for II 4.5.0 windows® English Media Pack	BB168EN

## Passport Advantage customer: Media pack entitlement details

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Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

### InfoSphere Discovery for Information Integration V4.5.0

Entitled maintenance offerings description	Media packs description	Part number
InfoSphere Discovery for Information Integration Authorized User	IBM InfoSphere Discovery for II 4.5.0 Windows English Media Pack	BB168EN
InfoSphere Discovery for Information Integration Authorized User for System z	IBM InfoSphere Discovery for II 4.5.0 Windows English Media Pack	BB168EN
InfoSphere Discovery for Information Integration Processor Value Unit	IBM InfoSphere Discovery for II 4.5.0 Windows English Media Pack	BB168EN
InfoSphere Discovery for Information Integration Processor Value Unit for System z	IBM InfoSphere Discovery for II 4.5.0 Windows English Media Pack	BB168EN

### InfoSphere Information Server Ready to Launch SAP Apps V8.5.0

Entitled maintenance offerings description	Media packs description	Part number
IBM InfoSphere Information Server Ready to Launch for SAP Applications FTL per Processor Value Unit	InfoSphere Info Svr v8.5 Ready to Launch for SAP Apps Multiling Multiplat	BY05DML

## Cross-platform products

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### *Cross-platform products for use on System z*

Order the part numbers that follow when the product is used for either the development of code that will be deployed on System z servers or when the product will be communicating or transferring data between a distributed server and a System z server. Otherwise, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement

### InfoSphere Discovery for Information Integration

Part description	Part number
IBM InfoSphere Discovery for Information Integration InfoSp Discovery for II Per Auth.User for System z Annual SW S&S Rnw1	E0C4BLL
InfoSp Discovery for II Per Auth.User for System z Lic + SW S&S 12 Mo	D0JHZLL
InfoSp Discovery for II Per Auth.User for System z SW	D0JI0LL

S&S Reinstate 12 Mo  
 InfoSp Discovery for II Per Proc VU for Sys z Annual SW E0C4ALL  
 S&S Rnw1  
 InfoSp Discovery for II Per Proc VU for Sys z Lic + SW D0JHXLL  
 S&S 12 Mo  
 InfoSp Discovery for II Per Proc VU for Sys z SW S&S D0JHYLL  
 Reinstate 12 Mo

***Cross-platform product for use on System z IFL engines***

Order the part numbers that follow when the product is intended to run on the Linux® operating system on System z IFL engines. If the product is not intended to run on the Linux operating system on System z IFL engines, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

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**Terms and conditions**

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The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

***Licensing***

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

***License Information form numbers***

Program name	Program number	Form number
InfoSphere Discovery for II	5725-B25	L-RVEN-8EEQ6H
InfoSphere Information Server RTL for SAP Apps	5725-D65	L-JCOK-8EMPSF

The program's License Information will be available for review on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

***Limited warranty applies***

Yes

***Program technical support***

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Maintenance is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the

discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

### ***Money-back guarantee***

For clarification, note that if for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

- For clarification, note that for programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

### ***Volume orders (IVO)***

No

### ***Passport Advantage applies***

Yes, and through the Passport Advantage website at

<http://www.ibm.com/software/passportadvantage>

These products are only available via Passport Advantage. They are not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software ValueNet.

For more information about IBM Software ValueNet, visit

[http://www-01.ibm.com/software/lotus/passportadvantage/IBM\\_SW\\_ValueNet.html](http://www-01.ibm.com/software/lotus/passportadvantage/IBM_SW_ValueNet.html)

To locate IBM Business Partners for a specific Software ValueNet portfolio, contact your IBM representative.

### ***Software Subscription and Support***

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and technical support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

<http://www.ibm.com/support/handbook>

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

<http://www.ibm.com/software/passportadvantage>

***System i Software Maintenance applies***

No

***Educational allowance available***

Not applicable.

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## **IBM Electronic Services**

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IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

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## **Prices**

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For additional information and current prices, contact your local IBM representative.

**Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative, authorized IBM Business Partner, or authorized IBM Business Partner for Software ValueNet, if applicable. Additional information is also available at

<http://www.ibm.com/software/passportadvantage>

**Business Partner information**

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where

you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

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## Order now

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To order, contact the Americas Call Centers or your local IBM representative, or your IBM Business Partner.

To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968).

Phone: 800-IBM-CALL (426-2255)  
Fax: 800-2IBM-FAX (242-6329)  
For IBM representative: [callserv@ca.ibm.com](mailto:callserv@ca.ibm.com)  
For IBM Business Partner: [pwswna@us.ibm.com](mailto:pwswna@us.ibm.com)  
Mail: IBM Teleweb Customer Support  
ibm.com Sales Execution Center, Americas North  
3500 Steeles Ave. East, Tower 3/4  
Markham, Ontario  
Canada  
L3R 2Z1

Reference: YE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

**Note:** Shipments will begin after the planned availability date.

### **IBM Software ValueNet**

These products are available under IBM Software ValueNet, either directly from IBM or through authorized Business Partners who invest in skills and high-value solutions. IBM customers may benefit from the industry-specific or horizontal solutions, skills, and expertise provided by these Business Partners.

Additions to Software ValueNet will be communicated through standard product announcements. For a current list of IBM software available under Software ValueNet, visit

[http://www.ibm.com/software/lotus/passportadvantage/IBM\\_SW\\_ValueNet.html](http://www.ibm.com/software/lotus/passportadvantage/IBM_SW_ValueNet.html)

Questions regarding IBM Software ValueNet may be sent to [AskSoftwareValueNet@us.ibm.com](mailto:AskSoftwareValueNet@us.ibm.com)

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