



# IBM i2 Intelligent Law Enforcement V1.0: An integrated solution for public safety

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## At a glance

With its support for many globally recognized policing models, IBM® i2® Intelligent Law Enforcement V1.0 can help most law enforcement organizations to operate at a heightened state of understanding by providing intelligence analysis, investigative lead generation, and command-level information.

IBM i2 Intelligent Law Enforcement V1.0 can help you:

- **Manage resources effectively** for planned operations and tactical response.
- **Build policing strategies** based on reliable, evidence-based information.
- **Take advantage of analytics** in all levels of the policing model by making the latest knowledge tools available to everyone in the agency.
- **Deliver organizational efficiencies** across departments and partner agencies.
- **Build data sharing partnerships** to overcome organizational and geographical boundaries.

## Overview

IBM i2 Intelligent Law Enforcement V1.0 is a comprehensive law enforcement solution supporting organizations in the mission of crime reduction and improved public safety. It delivers knowledge tools optimized for investigations, intelligence analysis, agency collaboration, tactical lead generation, geographic information system integration, and communications integration.

IBM i2 Intelligent Law Enforcement integrates core components from the IBM portfolio of operations, intelligence analysis, and policing products into a collaborative solution with an enhanced user experience. The offering enhances existing investment in these products, providing a unified system to support the work of predicting, preventing, and helping defeat the world's most sophisticated criminal and terrorist threats.

IBM i2 Intelligent Law Enforcement, when coupled with the various data inputs that law enforcement users have gathered, can help put policing staff in command of the facts, assisting them with intelligence-developed information obtained from all departments to create an evidence-based resource strategy that can assist in:

- Apprehending criminals faster
- Cutting low-level and serial crime
- Creating an unacceptable risk to criminals of being apprehended
- Improving collaboration across law enforcement departments and agencies

- Improving the safety of officers and those living and working in the community
- Reducing crime, thereby enhancing their city's reputation as safe places to work and live, and potentially attracting business investment

Its modular design allows IBM i2 Intelligent Law Enforcement to integrate with many parts of an organization's information structure, while its solution approach provides the flexibility to roll out functionality based on the most prevailing business needs first for a faster return on investment.

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## Key prerequisites

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IBM i2 Intelligent Law Enforcement runs on the various hardware and software platforms supported by its included products.

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## Planned availability date

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- December 14, 2012: Electronic delivery
- January 11, 2013: Physical delivery

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## Description

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IBM i2 Intelligent Law Enforcement V1.0 is a holistic system for law enforcement to assist in delivering:

- **Data consolidation:** Have a single view of data inputs that law enforcement users have gathered from multiple sources with identification resolution and no duplication to help increase the speed of discovery and reduce the risk of missing connected information.
- **Data storage:** Keep information behind the firewall with separate storage for criminal history and intelligence data to potentially help comply with legislative requirements.
- **Information discovery:** Access data inputs that law enforcement users have gathered quickly and easily with wild card or fuzzy search to help drive base lead generation and association identification.
- **Situational awareness:** Be informed and safe with situational awareness providing updates on changing criminal activity or spot reports delivering threat information to officers attending an incident.
- **Information sharing:** Extend data access to external data sources to help reduce the risk of failing to connect related information
- **Alerting and collaboration:** Remove repetitive tasks from the daily routine by having automatic notifications alert the officer when new information arrives, existing information changes, or when the activity of another colleague in the system shows the potential of common interest and the possibility to collaborate.
- **Information reports:** Provide timely object and association reports to help drive investigations and lead generation from up-to-date information.
- **Threat tracking and disruption:** Help identify and comprehend the significant players and relationships in a network to help spot growing threats and new associations and to help plan infiltration, disruption, or destruction measures.
- **Network detection:** Reveal hidden associations between individuals and groups that can help build up a picture of previously unknown links to help identify gangs and their activities, organized crime groups, and international and domestic extremists.
- **Criminal business and person profiles:** Connect related information in vast and complex transaction data inputs that law enforcement users have gathered to help understand areas such as communications, cash flow, and patterns of life. Such understanding can help reduce the time and resources needed to establish new investigation leads, build evidence, and uncover connections.

- **Major investigation analysis support:** Provide deep analysis for major incidents, such as homicides, using tools specifically designed to derive meaning from complex and partially complete pictures.
- **Crime reporting:** Identify trends in crime figures across temporal and spatial measurements to help establish period-on-period comparisons for strategic and tactical key performance indicator (KPI) measurements.
- **Crime series detection:** Establish the existence of a crime series to help drive tactical planning and response.
- **Crime pattern detection:** Establish the existence of crime patterns to help measure operational effectiveness and drive decision making.
- **Probation and parole monitoring:** Help probation and parole officers monitor the compliance of persons under their supervision through a monitoring and alerting system that informs supervising officers when a supervised person has new contact with police or when existing information about a supervised person is queried.

IBM i2 Intelligent Law Enforcement is made up of the following:

- IBM i2 Intelligent Law Enforcement Premium
  - IBM i2 COPLINK® Standard 4.7.0
  - IBM i2 COPLINK Active Agent Standard 4.7.0
  - IBM i2 COPLINK File Exporter for COPLINK IEPD Standard 4.7.0
  - IBM i2 COPLINK Incident Analyzer Standard 4.7.0
  - IBM i2 COPLINK Visualizer Standard 4.7.0
  - IBM i2 COPLINK Analysis Search Standard 4.7.0
  - IBM i2 Intelligence Analyst's Notebook Premium 8.9.3
  - IBM i2 Intelligence Analysis Platform 3.0.3
  - IBM Intelligent Operations Center 1.5
- IBM i2 Intelligent Law Enforcement Standard
  - IBM i2 COPLINK Standard 4.7.0
  - IBM i2 COPLINK Active Agent Standard 4.7.0
  - IBM i2 COPLINK File Exporter for COPLINK IEPD Standard 4.7.0
  - IBM i2 COPLINK Incident Analyzer Standard 4.7.0
  - IBM i2 COPLINK Visualizer Standard 4.7.0
  - IBM i2 Intelligence Analysis Platform 3.0.3
  - IBM Intelligent Operations Center 1.5
- IBM i2 Supervised Release and Monitoring

For details about these products and components, refer to the announcements listed in the [Reference information](#) section.

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## Product positioning

IBM i2 Intelligent Law Enforcement assists law enforcement in reducing crime by providing knowledge tools that drive evidence-based decision making by delivering concise understanding from a mass of unrelated, complex data gathered by law enforcement personnel.

IBM i2 Intelligent Law Enforcement is part of IBM Solutions for Smarter Cities® . It can work effectively with a range of IBM Smarter Cities solutions to expand coverage to include:

- Predictive analysis for optimized patrol deployment
- Digital video analytics for real-time crime detection and infrastructure monitoring

- Advanced case management for delivering operational efficiencies, improved oversight and collaboration, and emergency management for operational effectiveness and improved public safety

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## Reference information

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For additional information about IBM i2 Intelligence Analysis, refer to Software Announcement [212-441](#), dated November 20, 2012 .

For additional information about IBM Intelligent Operations Center, refer to Software Announcement [212-250](#), dated July 03, 2012 .

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## Program number

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Program number	VRM	Program name
5725-H93	1.0.0	IBM i2 Intelligent Law Enforcement

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## Education support

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The IBM Software Training team offers a portfolio of education services to help customers and IBM Business Partners successfully deploy IBM i2 Intelligent Law Enforcement to help achieve the maximum benefit. Education is a key component to ensuring software success.

The IBM 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 Software Training 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. IBM draws from a deep pool of technical experience in the development of our courses and passes that knowledge on to our students.

IBM Software Training provides training for the entire IBM software portfolio that spans the spectrum of skills needs from introductory product overviews to advanced offerings. Hands-on labs let you work with fully functional versions of the software to round out your training experience. Several training options are available, including instructor-led classroom offerings, customized courses, and virtual (online) training that lets you train from your office.

Courses for IBM i2 Intelligent Law Enforcement comprise of modules from the IBM i2 course portfolio appropriate to your IBM i2 Intelligent Law Enforcement configuration. Contact your IBM representative for details.

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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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Product information is included with the product in the form of HTML files. These contain an introduction, a description of the capabilities of IBM i2 Intelligent Law Enforcement, and pointers to the InfoCenters for the included products.

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## Technical information

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### Specified operating environment

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#### **Hardware requirements**

Hardware requirements can be found in the announcements for the included products as listed in the [Reference information](#) section.

#### **Software requirements**

Software requirements can be found in the announcements for the included products as listed in the [Reference information](#) section.

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.

#### **IBM Electronic Support**

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools

<http://ibm.com/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

<http://ibm.com/support/servicerequest>

### Planning information

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For the IBM i2 Supervised Release and Monitoring component, a IBM i2 Software Services engagement is required after purchase to enable and optimize the capability for your site deployment. Contact your IBM representative for details.

#### **Installability**

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 (Software Maintenance) 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 (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (Software Maintenance) can be extended by the purchase of a renewal option, if available.

### **Packaging**

The products in this announcement will be available in both ESD and packaged formats. Physical media is delivered on CDs or DVDs.

### **Media packs**

Description	Part number	Product identifier
IBM i2 Intelligent Law Enforcement v1.0 (Standard and Premium) English Media Pack	BF06LEN	5725-H93
IBM i2 Supervised Release and Monitoring English Media Pack	BF06MEN	5725-H93

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

### **Security, auditability, and control**

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IBM i2 Intelligent Law Enforcement employs the security and auditability features of the products it includes as listed in the [Reference information](#) section. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## **Software Services**

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IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

<http://www.ibm.com/software/sw-services/>

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## **Ordering information**

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This product is only available via Passport Advantage . It is not available as shrinkwrap.

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

For more information about IBM Software Value Plus, visit

[http://www.ibm.com/partnerworld/page/svp\\_authorized\\_portfolio](http://www.ibm.com/partnerworld/page/svp_authorized_portfolio)

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

<http://www.ibm.com/partnerworld/wps/bplocator/>

### Charge metric

Program name	Charge metric
IBM i2 Intelligent Law Enforcement Premium	Authorized User
IBM i2 Intelligent Law Enforcement Standard	User Value Unit (counting unit is Authorized User)
IBM i2 Supervised Release and Monitoring	User Value Unit (counting unit is Authorized User)

### Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

**Note:** Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

### User Value Unit (UVU)

UVU is a unit of measure by which the program can be licensed. UVU Proofs of Entitlement (PoE) are based on the number and type of users for the given program. Licensee must obtain sufficient entitlements for the number of UVUs required for licensee's environment as specified in the program specific table. The UVU entitlements are specific to the program and type of user and may not be exchanged, interchanged, or aggregated with UVU entitlements of another program or type of user. Refer to the program specific UVU table.

### Passport Advantage

Program name and description	Part number
IBM i2 Intelligent Law Enforcement Premium Authorized User License with Software Service and Support 12 Months	D0WLSLL
IBM i2 Intelligent Law Enforcement Premium Authorized User Annual Software Service and Support Renewal	E0G0FLL
IBM i2 Intelligent Law Enforcement Premium Authorized User License Software Service and Support Reinstatement 12 Months	D0WLTLL
IBM i2 Intelligent Law Enforcement Standard User Value Unit License with Software Service and Support 12 Months	D0WLVLL
IBM i2 Intelligent Law Enforcement Standard User Value Unit Annual Software Service	E0G0GLL

	and Support Renewal	
IBM i2 Intelligent Law Enforcement Standard	User Value Unit License Software Service and Support Reinstatement 12 Months	D0WLWLL
IBM i2 Supervised Release and Monitoring	User Value Unit License with Software Service and Support 12 Months	D0WLZLL
IBM i2 Supervised Release and Monitoring	User Value Unit Annual Software Service and Support Renewal	E0G0HLL
IBM i2 Supervised Release and Monitoring	User Value Unit License Software Service and Support Reinstatement 12 Months	D0WMOLL

Refer to the [Packaging](#) section for media pack part numbers.

## User definitions

Capability	Premium	Standard	Supervised Release and Monitoring
Tactical lead generation	X	X	
Information Discovery	X	X	
Basic crime pattern analysis	X	X	
Situational awareness	X	X	
Communication or transaction analysis	X		
Threat discovery and criminal network analysis	X		
Advanced crime pattern analysis	X		
Social network analysis	X		
Intelligence management and dissemination	X		
Report and KPI creation and publishing	X		
Standard operating procedure creation and publishing	X		
Information reports	X	X	
Crime reporting	X	X	
Data collection and storage	X	X	
Alerting and notification	X	X	
Collaborative enterprise environment	X	X	
Compliance monitoring of supervised offenders			X

## Value Unit pricing

The pricing for IBM i2 Intelligent Law Enforcement Standard and IBM i2 Supervised Release and Monitoring is based on User Value Units (UVUs). The users counted for the purpose of UVU calculation is the total number of Authorized Users who are accessing the program. The UVU scaling table is a step-tiered model, meaning that each quantity tier must be multiplied by the scaling factor for that tier, and the UVU quantity for each tier added together to calculate the total UVU quantity. Any fractional UVU totals are rounded up to the next whole number. UVU quantities must be calculated separately for each chargeable component. Your IBM representative can provide additional assistance in understanding the scaling process.

The following is used to convert Authorized Users to User Value Units.

- From 1 to 20 Users, 1.00 UVUs per User
- From 21 to 50 Users, 20 UVUs plus 0.83 UVUs per User above 20
- From 51 to 100 Users, 45 UVUs plus 0.80 UVUs per User above 50
- From 101 to 250 Users, 85 UVUs plus 0.76 UVUs per User above 100
- From 251 to 500 Users, 199 UVUs plus 0.60 UVUs per User above 250
- From 501 to 1,000 Users, 349 UVUs plus 0.50 UVUs per User above 500
- From 1,001 to 5,000 Users, 599 UVUs plus 0.47 UVUs per User above 1,000
- From 5,001 to 10,000 Users, 2,479 UVUs plus 0.40 UVUs per User above 5,000
- From 10,001 to 25,000 Users, 4,479 UVUs plus 0.36 UVUs per User above 10,000



For more than 25,000 Users, 9,879 UVUs plus 0.33 UVUs per User above 25,000

### Passport Advantage trade up

Below is a list of precursor products for which you must have already acquired a license in order to be eligible to acquire equivalent licenses using the trade-up part numbers.

Precursor product	Trade-up product	Trade-up part number
IBM i2 Analyst's Notebook Premium	IBM i2 Intelligent Law Enforcement Premium Authorized User from IBM i2 Analyst's Notebook Premium Trade-up License with Software Service and Support 12 Months	D0WLULL
IBM i2 COPLINK Standard	IBM i2 Intelligent Law Enforcement Standard User Value Unit from IBM i2 COPLINK Standard Trade-up License with Software Service and Support 12 Months	D0WLXLL

Consult your IBM representative if you have any questions.

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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.

This product is only available via Passport Advantage . It is not available as shrinkwrap.

### **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).

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as

access to updates, releases, and versions of the program as long as support is in effect.

### **License Information form number**

Product identifier	Product name	License Information ID
5625-H93	IBM i2 Intelligent Law Enforcement Premium	L-MSER-8Z5L7G
5625-H93	IBM i2 Intelligent Law Enforcement Standard	L-MSER-8Z6D9T
5625-H93	IBM i2 Supervised Release and Monitoring	L-MSER-922JDT

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

### **Limited warranty**

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

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

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

### **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 Subscription and Support (also referred to as 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 Subscription and Support (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**

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 (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the

program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

**Other terms**

**Volume orders (IVO)**

No

**IBM International Passport Advantage Agreement**

**Passport Advantage applies**

Yes, and through the Passport Advantage website at

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

**Software Subscription and Support applies**

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, only 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

**Variable charges apply**

No

**Educational allowance available**

Not applicable.

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## Statement of good security practices

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IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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## IBM Electronic Services

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Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM , which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select `Configure Electronic Service Agent` . In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent , refer to

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

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

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### Benefits

**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM . The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of

exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM . The customer's business applications or business data is never transmitted to IBM .

**More accurate reporting:** Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM , problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent . Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

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

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## Prices

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### Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus. 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>

### IBM Global Financing

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IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

<http://www.ibm.com/financing>

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial

and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, permits accelerated implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Financing is available worldwide for credit-qualified customers.

For more financing information, visit

<http://www.ibm.com/financing>

### **Trademarks**

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For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

<http://www.ibm.com/planetwide/us/>