IBM Kenexa Client Success Services for IBM Kenexa Talent Acquisition; IBM Kenexa BrassRing purchase options

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At a glance

IBM® Kenexa® Client Success Services capabilities:

- Monitors your IBM Kenexa Talent Acquisition solution usage, feature adoption, and overall operation
- Understands your business strategy, business case along with your return on investment (ROI) target for the solution, and helps you achieve alignment between your objectives and Kenexa Talent Acquisition capabilities
- Makes proactive technical and business recommendations in the areas of product consulting, process improvements, and helps achieve solutions to support your business results
- Functions as a knowledge base
- Provides access to white papers when available
- Conducts webinars, and other programs for capturing and sharing best practices

IBM Kenexa Talent Acquisition BrassRing® features:

- Can create and post job requisitions.
- Can source new jobs.
- Provides talent gateways for candidates to search jobs and submit interest.
- Tracks applications and workflow.
- Screens candidates.
- Facilitates the selection process with approval levels.
- Includes standard and ad-hoc reporting capabilities.
- Delivers social media interfaces and mobile technology.

Overview

IBM Kenexa Client Success Services offers several selectable professional support services to enhance your ability to use IBM Kenexa Talent Acquisition in a manner that suits your business. You are able to choose a level of service that includes professional services. These services can help you exploit all the capabilities of Kenexa Talent Acquisition in order for you to meet your business needs.

Kenexa Client Success Services support services:
IBM Kenexa Talent Acquisition BrassRing is a scalable, online tool that helps employers and recruiters centralize and manage the talent acquisition process across multiple company divisions or locations.

**Key prerequisites**

- Existing license agreement for either IBM Kenexa Talent Acquisition BrassRing Onboard or IBM Kenexa BrassRing on Cloud
- Internet connection
- Browser

Refer to the Technical information section for additional information.

**Planned availability date**

February 16, 2016

**Description**

**IBM Kenexa Client Success Services support services**

**IBM Kenexa Client Success Priority Ticket Routing**

Priority ticket routing through the support portal allows you to have up to five named individuals who can open tickets. The tickets go directly to IBM Level 2 support.

**IBM Kenexa Client Success Global Support Center Named Resource**

This service allows you to interact with a single IBM Kenexa support person for all tickets that are not resolved on the first call or contact. Tickets related to code fix and items not related to configuration issues remain open and are handled by a single Global Support Center agent. The agent works on the issues as well as provides updates to you until ticket resolution.

**IBM Kenexa Client Success Global Support Center and Project Work**

This service provides a base Global Support Center offering with ten hours of project work per month using the Global Support Center Special Projects Team on a monthly basis. This is a subscription service that allows you to complete small projects or just stay current on IBM Kenexa Talent Acquisition. The benefits include time saving and elimination of the need for a statement of work (SOW) for smaller projects and configuration type work. Hours not used do not carry over from month to month.

**IBM Kenexa Client Success Manager Dedicated**

The Kenexa Client Success Manager Dedicated service is offered with varying amounts of dedicated hours. This service allows you to share a Client Success Manager resource for the chosen number of hours a month. This service provides a trusted advisor who works with you to understand your business and then is able to recommend the functions that best meets your business needs. Responsibilities of
the advisor include one weekly meeting, ad hoc queries, release matrix reviews, and one annual business review.

**IBM Kenexa US Client Success Manager Dedicated 100%**

This service offers a trusted advisor with a proactive approach who works side-by-side with you to ensure they understand your business and your business needs. This knowledge helps the advisor recommend the features and functions required for you to efficiently conduct your business. This service includes 160 hours a month (40 hours a week) of an advisor's time.

**IBM Kenexa US Client Success Manager Dedicated 50%**

Kenexa US Client Success Manager Dedicated 50% offers a trusted advisor for 80 hours a month (20 hours a week).

**IBM Kenexa US Client Success Manager Dedicated 20 hours**

Kenexa US Client Success Manager Dedicated 20 hours offers a trusted advisor for 20 hours a month (5 hours a week).

**Trusted advisor responsibilities**

- **Relationship management**
  - Monitors organization's solution usage, feature adoption, and overall health of Kenexa Talent Acquisition.
  - Understands organization's business strategy and business case for the solution, and helps drive alignment between the organization's objectives and IBM capabilities
  - Works with the organization to develop a plan of action to help ensure success and return on investment (ROI)
  - Makes proactive technical and business recommendations in order to leverage solution
  - Establishes a good relationship with key stakeholders
  - Becomes the IBM Kenexa advocate for your organization
  - Monitors the organization's satisfaction
  - Facilitates two-way communication between IBM and your organization through weekly calls and business review meetings
  - Serves as the first point of escalation and ensures critical issues are addressed by the appropriate IBM teams
  - Coordinates the organization's activities throughout the lifecycle of Kenexa Talent Acquisition, working closely with services, support, education and training, engineering, and operations

- **Organization's retention and growth**
  - Facilitates contract renewals, includes dedicated consulting services, delivers technical enhancements, and provides education services
  - Provides product and service offering education and demonstrations, initiating accompanying statements of work and project change requests as needed

- **Product enhancements and feedback**
  - Provides product consulting, recommends process improvements, and facilitates solutions to support the organization's business outcomes during all phases of the lifecycle of Kenexa Talent Acquisition, including product upgrades
  - Provides education about the IBM Smarter Workforce solution offering strategy and roadmap
  - Ensures awareness of and have plans to exploit new features and functions of Kenexa Talent Acquisition
  - Solicits feedback about product features and capabilities
  - Ensures awareness of any changes to related processes and procedures, including operational and business management changes

- **Events and programs**
– Enables participation in online and in-person events to share what they have learned
– Encourages attendance and speaker participation in regional user groups and Smarter Workforce events
– Facilitates participation in Kenexa customer advisory boards and studies
– Encourages contributions to knowledge bases, white papers, webinars, and other programs for capturing and sharing best practices

IBM Kenexa Talent Acquisition BrassRing

Kenexa Talent Acquisition BrassRing allows employers and recruiters to manage their talent acquisition. Kenexa Talent Acquisition BrassRing can be used in both a staging and production environment. The staging environment is available through the life of the contract for testing purposes. Kenexa Talent Acquisition BrassRing can be branded to include your company logo and colors.

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
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<tbody>
<tr>
<td>5725-Z21</td>
<td>SaaS</td>
<td>IBM Kenexa Client Success Services</td>
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<tr>
<td>5725-Y94</td>
<td>SaaS</td>
<td>IBM Kenexa Talent Acquisition BrassRing</td>
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Offering Information

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage® and Passport Advantage Express® website.

Publications

Contact your IBM representative for access to program documentation. Documentation and other program content may be supplied only in the English language.

Services

Software Services

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. 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, go to the IBM Software Services website.

Technical information

Specified operating environment
**Hardware requirements**

- A workstation that supports the browser being used
- A direct Internet connection
- 2.0 GHz Xeon-class processor, or higher
- 4 GB RAM
- 100 GB free hard drive space

**Software requirements**

- IBM Kenexa Talent Acquisition BrassRing Onboard
- IBM Kenexa BrassRing on Cloud

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.

**Limitations**

For additional information, refer to Usage restrictions in the Terms and conditions section of this announcement, or to the license information document that is available on the IBM Software License Agreement website.

**IBM Cloud and Smarter Infrastructure SaaS Support Portal**

The IBM Cloud and Smarter Infrastructure SaaS Support Portal is your gateway to technical support. This includes access to forums, wikis, blogs, and resources for running and managing software in the SaaS offering. To help save time and simplify support, the SaaS Support Portal can help you find answers to questions, troubleshoot, automate data collection, and submit and track problems through the Service Request and Chat tools. All these tools are made available through your IBM support agreement, at no additional charge. Read about the IBM Cloud and Smarter Infrastructure SaaS Support portfolio at the IBM Service Engage support page.

**Planning information**

**Packaging**

These offerings are delivered via the Internet. There is no physical media. Note that some offerings may include enabling software or utility client applications. Depending on the offering, this software can be downloaded directly from the SaaS offering interface or can be requested through your IBM representative.

**Security, auditability, and control**

IBM Kenexa SaaS offerings 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.

**Ordering information**

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

Product group: IBM Kenexa
### Product Identifier Description (PID)

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Product category: Kenexa Learn products

### Passport Advantage

**IBM Kenexa Client Success Services (PID 5725-Z21)**

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<td>IBM Kenexa Client Success Global Support Center and Project Work Hour Overage</td>
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<tr>
<td>IBM Kenexa US Client Success Manager Dedicated 20 Hours Hour Overage</td>
<td>D1LGALL</td>
</tr>
<tr>
<td>IBM Kenexa US Client Success Manager Dedicated 50% Instance Subscription per Month</td>
<td>D1LGDLL</td>
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<tr>
<td>IBM Kenexa US Client Success Manager Dedicated 50% Hour Overage</td>
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IBM Kenexa US Client Success Manager Dedicated services are available in the following countries: Canada, US

IBM Kenexa EU Client Success Manager Dedicated services are available in the following countries: Australia, Japan, Singapore

IBM Kenexa EU Client Success Manager Dedicated services are available in the following country: Brazil

**IBM Kenexa Talent Acquisition BrassRing (PID 5725-Y94)**

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**Charge metric**

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<td>Instance, Hour</td>
</tr>
<tr>
<td>IBM Kenexa Talent Acquisition BrassRing</td>
<td>5725-Y94</td>
<td>Employee</td>
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</table>
Metric definitions

Employee

Employee is a unit of measure by which the IBM SaaS can be obtained. An Employee is a unique person employed in or otherwise paid by or acting on behalf of Customer's Enterprise, whether or not given access to the IBM SaaS. Sufficient entitlements must be obtained to cover the number of Employees during the measurement period specified in customer's Proof of Entitlement (PoE) or Transaction Document.

Instance

Instance is a unit of measure by which the IBM SaaS can be obtained. An Instance is access to a specific configuration of the IBM SaaS. Sufficient entitlements must be obtained for each Instance of the IBM SaaS made available to access and use during the measurement period specified in customer's PoE or Transaction Document.

Hour

Hour is a unit of measure by which the IBM SaaS can be obtained. Sufficient Hour entitlements must be obtained to cover the total number of whole or partial Hours of the IBM SaaS used during the measurement period specified in customer's PoE or Transaction Document.

Terms and conditions

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 Passport Advantage Agreement, the International Passport Advantage Express Agreement, the Cloud Services Agreement and associated Service Descriptions, or the IBM SaaS Terms of Use.

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

Subscription

The IBM International Passport Advantage Agreement and the IBM SaaS Terms of Use or the IBM Cloud Services Agreement (CSA) and the Service Description govern your use of this offering.

Technical support

Technical support is provided for IBM SaaS and enabling software, as applicable, during the subscription period. Any enhancements, updates and other materials provided by IBM as part of any such technical support are considered to be part of IBM SaaS or enabling software, as applicable, and therefore governed by the SaaS Terms of Use or the CSA and associated Service Description. Technical support is included with IBM SaaS and is not available as a separate offering.

Refer to additional technical support information in the IBM Software as a Service Terms of Use document for the program.

Terms of Use

The program's Terms of Use and CSA Service Description document is available on the Software as a Service terms website.

Limited warranty
If warranted, refer to the warranty as stated in the Terms of Use document or the Cloud Services Agreement for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the Passport Advantage and Passport Advantage Express website.

Usage restriction

Yes. See the License Information documents on the IBM Software License Agreement website for more information.

Software Subscription and Support applies

No

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

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 lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

IBM Electronic Services
Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to organizations that have IBM Systems. 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, go to the IBM Electronic Support website.

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 organizations that are Electronic Service Agent tool-enabled to track system inventory and find pertinent fixes.

**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 human intervention is not required to report errors.

**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 is designed to securely transmit either through the Internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization's system.

For additional information, go to the [http://www.ibm.com/support/esa](http://www.ibm.com/support/esa) website.

**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, you 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, you can view system and support information in the My Systems and Premium Search sections of the IBM Electronic Support page.

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 your 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
For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or go to the IBM Electronic Support website.

**Prices**

Current prices can be found on the IBM Support Portal website.

**Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available on the Passport Advantage and Passport Advantage Express website.

**IBM Global Financing**

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 go to the IBM Global Financing website for more information.

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