IBM Order Management adds Implementation Assurance Services to deliver services focused on implementation excellence and business success

Table of contents

1 Overview
2 Planned availability date
2 Program number
2 Technical information
3 Ordering information
4 Terms and conditions
5 Prices
5 Order now

Overview

**IBM® Order Management Standard Edition** is a full-featured, omnichannel offering. It is designed to enable intelligent matching of internal and external sources of supply and demand while adhering to the organization's business rules. The offering consolidates orders across multiple channels to provide a single view of demand, inventory, and supply across global networks through supplier collaboration. Ordering Management Standard Edition can integrate with warehouse, financial, tax, payment, and other internal and external processes.

**IBM Order Management Essentials Edition** is the introductory offering for IBM Order Management. It is designed for organizations looking for foundational order management capabilities to augment their existing e-commerce initiative or to launch a new omnichannel initiative. Organizations benefit from a smaller, standardized set of core features that offer less complexity, predictable outcomes, and operational efficiencies.

**Implementation Assurance Services**, a set of reviews by IBM services experts, focuses on best practices for implementation and deployment activities to help organizations expedite their business success goals. Components can include requirements reviews, project plan and performance goals reviews, build and deployment process reviews, business user and DevOps readiness, and technical knowledge transfer review.

Available options for Implementation Assurance Services include different types of reviews based on the complexity and size of the implementation. Each option is bound by a set number of hours that must be used within six months. An active subscription to Order Management is required. Fundamental Implementation Assurance Services is only available for Order Management Essential Edition.

- Fundamental Implementation Assurance Services includes a solution definition review and a project plan review. It requires Order Management Essentials Edition or Order Management Standard Edition.
- Standard Implementation Assurance Services includes reviews available in Fundamental Implementation Assurance Services and adds macro design review, test plan review, go-live readiness review, user or DevOps readiness, and knowledge transfer review. It requires Order Management Standard Edition.
- Comprehensive Implementation Assurance Services includes reviews available in Standard Implementation Assurance Services and adds functional and nonfunctional requirements reviews, performance goals review, as well as build and deployment process review. It requires Order Management Standard Edition.

If additional service hours are needed, organizations can purchase Implementation Assurance Services Extensions to supplement service hours.
The type of reviews may be modified, per agreement, if reviews require a different focus. Services are delivered remotely; optionally, onsite consulting is offered but is not available in all countries where Order Management can be sold. Travel-related costs for onsite consulting are billed separately. For details about services, deliverables, and costs, contact your IBM representative or IBM Business Partner.

**Planned availability date**

November 20, 2018

**Reference information**


**Program number**

<table>
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<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
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<tbody>
<tr>
<td>5737-D18</td>
<td>Cloud Service</td>
<td>IBM Order Management</td>
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**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. 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, contact your Lab Services Sales or Delivery Leader.

**Technical information**

**Specified operating environment**

**Software requirements**

Technical requirements and planning information for Order Management is in IBM Knowledge Center.

Additional details are available at Software Product Compatibility Reports website under Detailed system requirements.

**Planning information**

**Packaging**

This offering is accessed through the internet. There is no physical media or electronic deliverable.
Security, auditability, and control

Order Management cloud service offerings provide the security and auditability features required for remotely accessible software. The IBM data security and privacy principles for Cloud Service are available at the Cloud Services data security and privacy website.

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

Ordering information

For ordering information, consult your IBM representative or authorized IBM Business Partner, or go to the Passport Advantage™ website.

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

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

More information can be found on the IBM Channel Value Rewards website.

To locate IBM Business Partners for Channel Value Rewards in your geography for a specific Channel Value Rewards portfolio, go to the Find a Business Partner page.

Product group: Watson™ Commerce

Product: IBM Order Management(5737-D18)

Product category: Commerce SaaS

Passport Advantage

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<td>D220XLL</td>
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<td>IBM Order Management-AddOn-Labor-Implementation Assurance Services-Standard-Engagement Remotely Delivered Service</td>
<td>D220YLL</td>
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<td>D2210LL</td>
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Charge metric

Charge metric definitions can be found in the service description document.

<table>
<thead>
<tr>
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<th>PID number</th>
<th>Charge metric</th>
<th>Service Description document number</th>
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<tr>
<td>IBM Order Management</td>
<td>5737-D18</td>
<td>Engagement</td>
<td>7659</td>
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See the Cloud Services terms website to find the service description that corresponds to this announcement.
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 for the acquisition of Cloud Services from IBM consist of either the IBM Cloud™ Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage™ Agreement or the International Passport Advantage Express™ Agreement and the IBM Terms of Use - General Terms for Cloud Offerings and the applicable offering Service Description.

Technical support

Technical support is provided for Cloud Services 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 the Cloud Service, as applicable, and therefore governed by the applicable agreement as defined in Client's quote or transaction document. Technical support is included with the Cloud Service and is not available as a separate offering.

Additional technical support information for this Cloud Service offering may be found in the IBM Support Handbook or in service-specific documentation.

Service Description

The following service description documents apply to the offering in this announcement.

<table>
<thead>
<tr>
<th>Program identifier</th>
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<td>IBM Order Management</td>
<td>7659</td>
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See the Cloud Services terms website to find the service description.

Limited warranty

See the warranty defined in the applicable agreement governing client's acquisition 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.

Educational allowance available

No.

Statement of good security practices
IT system security involves protecting systems and information through intrusion 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 regulatory compliant, 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.

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**Prices**

**Business Partner information**

If you are an IBM Business Partner acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the IBM Passport Advantage website.

**Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Channel Value Rewards. Additional information is also available on the Passport Advantage and Passport Advantage Express website.

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**Order now**

To order, contact the IBM Digital Sales Center, 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). For more information, contact the IBM Digital Sales Center.

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For questions regarding CVR, see the IBM Channel Value Rewards website.

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