



IBM SmartCloud for Social Business delivers new social, mobile, and email capabilities to help improve collaboration and productivity in the cloud

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At a glance

IBM SmartCloud® for Social Business is introducing enhancements and new features that are designed to:

- Accelerate social adoption with easy-to-use intuitive and streamlined user experiences centered on people's thoughts, interactions, communication, and content
- Engage people more effectively with flexible mobile experiences that keep current content synced to mobile devices, and enable real-time mobile collaborative editing
- Act on social knowledge across boundaries with business grade tools for on premises and cloud social networks, and third-party web content

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

Overview

IBM SmartCloud for Social Business provides one-click access to business-grade file sharing, social networking, communities, online meetings, instant messaging, email, and calendar. The power of IBM SmartCloud for Social Business is that it is designed to help companies collaborate and work with anyone inside or outside their company's firewall. Customers can purchase these capabilities in SmartCloud Engage bundles or purchase individual services - allowing them to adopt cloud in a way that matches their business need.

New capabilities added to IBM SmartCloud Engage Advanced and IBM SmartCloud Engage Standard, IBM SmartCloud Connections, IBM SmartCloud Notes® , and enhancements to IBM SmartCloud Docs deliver options designed to help achieve productivity and collaboration in the cloud.

SmartCloud Notes is designed to help businesses benefit from cloud to flexibly scale their email needs as well as help reduce costs associated with managing on-premises infrastructure. New capabilities added provide administrators with more configuration options and improve the end user experience.

Planned availability date

August 27, 2013: Electronic availability

Description

IBM SmartCloud for Social Business provides an intuitive set of cloud-delivered online technologies for businesses that combines social networking and online collaboration, messaging, and web conference tools. With IBM SmartCloud for Social Business, companies benefit from essential and effective collaboration tools that help simplify and improve daily business interactions between customers, partners, and colleagues. The power of IBM SmartCloud for Social Business is that it is designed to give companies the ability to collaborate and work with others inside and outside the firewall.

IBM SmartCloud Engage and Connections enhancements

IBM SmartCloud Engage and Connections provides file storage and sharing, instant messaging, and business social networking capabilities designed to help find and collaborate with business contacts, help enhance activities for task management, and share knowledge in communities. IBM SmartCloud Engage also enables users to participate in on-demand web meetings.

New capabilities include:

- New dashboard with ability to share and view status updates across their social network and view and act directly on comments and content
- New and enhanced features for community discussions and events, and blogs and wikis
- New mobile capabilities for synchronizing files from cloud to mobile devices, collaborative editing in real time on iPads, and uploading and sharing pictures and videos
- New ability to monitor and work on content in a single view that links communities across cloud and on premises

IBM SmartCloud Notes enhancements

IBM SmartCloud Notes is available via a web browser or an IBM Notes client in the IBM SmartCloud for Social Business cloud. SmartCloud Notes is designed to help businesses benefit from cloud to flexibly scale their email needs as well as help reduce costs associated with managing on-premises infrastructure.

IBM SmartCloud Notes builds on the foundation and success of IBM SmartCloud for Social Business by adding:

- Improved end-user interface for browser mail and calendar
- Support for the To Do app for IBM Notes Traveler subscribers
- Support for journaling options for mail delivery logging and IBM Notes session logging
- Support for a new name finder admin option for users to address mail and calendar
- Improved administrator user interface for better control over user provisioning
- Additional management settings with optional delivery of spam to the Junk folder
- Support for a customized browser experience
- Ability to have web password updates that synchronizes with the service for use by Notes client user

IBM SmartCloud Notes contains user interface improvements in the browser for both administrators and end users. Administration improvements are in areas such

as user provisioning, options for spam delivery and settings to enable a new and different address picker for end users.

Browser users experience a new and improved user interface based on the recently released IBM Notes and Domino® 9.0 on-premises software. You also get optional support for a customized browser mail experience (requires an IBM services engagement to analyze and approve customer updates to the Domino Extension Forms File).

End users who change their browser password will now see that synchronize with the service for use with their IBM Notes client.

With an emphasis on building a strong and competitive offering for either hybrid or fully hosted configurations, SmartCloud Notes allows businesses to easily tap the benefits of cloud-based messaging and collaboration while reducing the cost and complexity of managing an on-premises infrastructure.

Note: In Japan, the product and sub-product names are: IBM SmarterCloud for Social Business, IBM SmarterCloud Engage, IBM SmarterCloud Connections, IBM SmarterCloud Notes , IBM SmarterCloud iNotes® , IBM SmarterCloud Meetings, IBM SmarterCloud Events, and IBM Audio Conferencing Services for SmarterCloud Meetings.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via the IBM website

http://www.ibm.com/able/product_accessibility/index.html

Program number

Program number	VRM	Program name
5725-F82	1.0.0	IBM SmartCloud Social Business

Offering Information

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>

Publications

No publications are shipped with this product.

The IBM Publications Center

<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. 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, and they can all be downloaded by all countries.

Ordering information

Product information

Licensed function title	Product group	Product category
IBM SmartCloud Docs	SmartCloud Social Business	SmartCloud Connections
Program name	PID number	Charge unit description
IBM SmartCloud Docs	5725-F82	Per Authorized User

Charge metrics definitions

Authorized User

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Program licenses

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Docs SmartCloud Social Busine Per Authorized User Monthly Subscription w/ Spt .	D0QBKLL
SmartCloud Social Busine Per Authorized User Overage .	D0QBMLL
SmartCloud Social Busine Per Authorized User Partial Month Charge .	D0QBLLL

Terms and conditions

The terms and conditions for IBM Smart Cloud Notes as previously announced in Software Announcement [212-269](#), dated August 14, 2012 are unchanged.

IBM Electronic Services

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.

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.

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<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.

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Prices

The charges are unchanged by this announcement.

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