IBM DemandTec for Retail V13.4 adds IBM DemandTec Markdown Optimization Platform Enablement Services

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At a glance

IBM® DemandTec® for Retail V13.4 includes IBM DemandTec Markdown Optimization Platform Enablement Services in which you get:

- Standard initial and ongoing data integration
- Data validation
- Econometric modeling
- Standard account management services

Overview

IBM DemandTec for Retail V13.4 includes a new offering, IBM DemandTec Markdown Optimization Platform Enablement Services, which provides standard services to support IBM DemandTec Markdown Optimization. IBM DemandTec Markdown Optimization Platform Enablement Services is comprised of IBM standard initial and ongoing data integration services, data validation, modeling services, and ongoing account management.

Key prerequisites

For details, refer to the Technical information section.

Planned availability date

October 29, 2013

Description

IBM DemandTec Markdown Optimization Platform Enablement Services

As part of IBM DemandTec Markdown Optimization Platform Enablement Services, you receive standard initial and ongoing data integration, data validation, and econometric modeling for modeled product categories, as well as standard account management services, including:
• Powering the solution, working with the organization to obtain all required product, sales, location, inventory, and other data fields as outlined in the relevant IBM Data Requirements Document for IBM DemandTec Markdown Optimization.

• Data validation that consists of, for example, automated jobs running and checking your data for potential errors and anomalies.

• Standard econometric modeling services for each product category in accordance with the Project Plan. This includes creating modeling datasets, estimating models, assessing model quality, and troubleshooting models, as needed. These services include initial modeling for each included product category and ongoing remodels on a reasonable cadence based on the dynamics of the category as reasonably assessed by IBM.

• Standard ongoing account management services that ensure you are supported after the implementation team leaves. This support is estimated to be about four hours per week.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at


Program number

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Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

http://www.ibm.com/services/learning/

Contact your IBM representative for course information.

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
A large number of publications are available online in various file formats, and they can all be downloaded by all countries, free of charge.

Technical information

Specified operating environment

Hardware requirements
For details about hardware requirements for IBM DemandTec Platform Enablement Services for Markdown V13.4, visit

http://www.demandtec.com/supportdocs

Software requirements
For details about software requirements for IBM DemandTec Platform Enablement Services for Markdown V13.4, visit

http://www.demandtec.com/supportdocs

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/electronicsupport

Access the IBM Support Portal

http://ibm.com/support

Access the online Service Request tool

http://ibm.com/support/servicerequest

Planning information

Packaging
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Global Technology Services®
Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.
Ordering information

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

Product group: IBM DemandTec
Product Identifier Description (PID)
IBM DemandTec for Retail on Cloud (S725-H33)

Product category: IBM DemandTec Retail Solutions

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit


Passport Advantage

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**Engagement**

Engagement is a unit of measure by which the services can be obtained. An Engagement consists of professional and/or training services including but not limited to a training event, business analysis, or a deliverable-based services event. Sufficient entitlements must be obtained to cover each Engagement.

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This offering requires a customer-signed IBM International Passport Agreement and IBM SaaS Terms of Use. The Terms of Use outlines the terms of this offering.

The offering's Terms of Use document is available on the IBM Software as a Service Terms of Use website


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The program's Terms of Use document is available on the IBM Software as a Service Terms of Use website


**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.

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

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**Volume orders (IVO)**
No

**Passport Advantage applies**
Yes, and through the Passport Advantage website at

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

**System i® Software Maintenance applies**
No

**Variable charges apply**
No

**Educational allowance available**
Education allowance does not apply.

Education software allowance does not apply.

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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
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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.

**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.

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

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• Sudan
• Syria

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