



IBM SmartCloud for Social Business delivers new social and mobile capabilities to help increase productivity and business agility in the cloud

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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. You can purchase these capabilities in SmartCloud Engage bundles or purchase individual services so you can adopt cloud in a way that matches your business needs.

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

Enhancements and new features are designed to:

- Engage people more effectively with rich social capabilities for content recommendations, and the ability to survey communities
- Work effectively on the go with mobile enhancements and real-time notification for required actions

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

Key prerequisites

Visit

<http://www.ibm.com/cloud-computing/social/us/en/systemrequirements/>

Planned availability date

November 5, 2013: Electronic availability, media 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 Advanced, IBM SmartCloud Engage Standard, and IBM SmartCloud Connections enhancements

IBM SmartCloud Engage and IBM SmartCloud Connections provide 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:

- Social recommendations of meaningful content for your work
- Community surveys to solicit feedback and sentiments for fast responses and tapping into community intelligence more effectively
- Mobile push notification on required actions

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

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 Connections	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Connections for Lotus® Customers with Active S&S	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Engage Advanced	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Engage Advanced Step-up	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Engage Standard for Enterprise Deployment	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Engage Standard for Enterprise Deployment Customers w S&S	SmartCloud Social Business	SmartCloud Connections

Program name	PID number	Charge unit description
IBM SmartCloud Connections	5725-F82	Per Authorized User
IBM SmartCloud Connections for Lotus Customers with Active S&S	5725-F82	Per Authorized User
IBM SmartCloud Engage Advanced	5725-F82	Per Authorized User
IBM SmartCloud Engage Advanced Step-up	5725-F82	Per Authorized User
IBM SmartCloud Engage Standard for Enterprise Deployment	5725-F82	Per Authorized User
IBM SmartCloud Engage Standard for Enterprise Deployment Customers w S&S	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 Engage Standard for Enterprise Deployment	
IBM SmartCloud Engage Standard for Enterprise Deployment Auth User Overage	D0NPWLL
IBM SmartCloud Engage Standard for Enterprise Deployment Auth User per Month	D0NPULL
IBM SmartCloud Engage Strd for Enterprise Deplymnt AU Daily Fee Partial Mo	D0NPVLL

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Engage Standard for Enterprise Deployment Customers w S&S	
IBM SmartCloud Engage Strd Ent Deploy for Lotus Customers with S&S AU Month	D0NPXLL
SmartCloud Engage Std Ent Deploy for Lotus Custs w/S&S AU Daily Fee Part Mo	D0NPYLL

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Engage Advanced Step-up	
IBM SmartCloud Engage Advanced Step-Up Authorized User Daily Fee Partial Mo	D0NQ9LL
IBM SmartCloud Engage Advanced Step-Up Authorized User Overage	D0NQALL
IBM SmartCloud Engage Advanced Step-Up Authorized User Per Month	D0NQ8LL

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Connections	
IBM SmartCloud Connections Authorized User Daily Fee Partial Month	D0NR8LL
IBM SmartCloud Connections Authorized User Overage	D0NR9LL
IBM SmartCloud Connections Authorized User Per Month	D0NR7LL

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Connections for Lotus Customers with Active S&S	
IBM SmartCloud Connections for Lotus Customers w/S&S AU Daily Fee Partl Mo	D0NR6LL
IBM SmartCloud Connections for Lotus Customers w/S&S AU Per Month	D0NR5LL

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Engage Advanced Authorized User Daily Fee Partial Month	D0NQCLL
IBM SmartCloud Engage Advanced Authorized User Overage	D0NQDLL
IBM SmartCloud Engage Advanced Authorized User Per Month	D0NQBLL

Terms and conditions

The terms and conditions for IBM SmartCloud for Social Business as previously announced in Software Announcement [213-312](#), dated August 27, 2013, are unchanged.

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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 .

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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.

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Prices

The charges are unchanged by this announcement.

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