IBM Connections Engagement Suite offers an integrated set of solutions for increasing employee engagement, collaboration, and productivity

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At a glance

IBM Connections™ Engagement Suite features an integrated collaboration toolset designed for:

- Increasing employee engagement with a digital workplace hub personalized for each employee
- Connecting and collaborating with colleagues to share knowledge, improve decision-making
- Creating and editing documents collaboratively with teammates

Overview

IBM Connections Engagement Suite brings together, in one bundle, an integrated set of applications to help your organization be most effective and perform at peak productivity by keeping employees engaged and agile.

Connections Engagement Suite includes the following offerings:

- IBM Connections Engagement Center. Create a personalized digital workplace hub.
- IBM Connections. Connect and collaborate with colleagues inside and outside of the organization.
- IBM Connections Docs. Create and collaboratively edit documents.

Connections Engagement Center

Connections Engagement Center offers a digital workplace hub that enables confident decisions by providing easy access to content and resources, such as corporate news, relevant content, links to important resources, files, and events, that are tailored to each individual's role or location. Connections Engagement Center is integrated with and built on the social collaboration capabilities of Connections. Connections Engagement Center can be used to create landing pages that assemble content from Connections and elsewhere in a simplified, web-like user experience. With a familiar interface and no steep learning curve to hamper their use, employees can quickly find what they need, act on that information, communicate with upper-level management, and help their team build forward momentum.

Connections
Connections empowers business professionals to be more innovative and productive by helping them quickly identify and build networks of subject matter experts and collaborate with them. Connections facilitates the creation of vibrant communities of employees, suppliers, and customers where creative ideas can be exchanged to help inspire innovation and foster increased business growth.

Connections Docs

Connections Docs is a suite of socially enabled office productivity tools. Docs helps organizations empower users to create, co-edit, share, and collaborate more efficiently on spreadsheets, presentations, and word processing documents.

IBM Connections Engagement Suite brings these three solutions together in one conveniently orderable software bundle.

Key prerequisites

System requirements and product information are available in IBM Knowledge Center.

Planned availability date

October 26, 2017

Description

IBM Connections Engagement Suite provides in one bundle the following integrated applications:

- IBM Connections Engagement Center
- IBM Connections
- IBM Connections Docs

Connections Engagement Suite provides the convenience of ordering the above three solutions in the following combinations of license and charge metric:

IBM Connections Engagement Suite, Authorized User provides:

- IBM Connections Docs, Authorized User
- IBM Connections Engagement Center, Authorized User
- IBM Connections, Authorized User

IBM Connections Engagement Suite, Processor Value Unit for Intranet and Extranet provides:

- IBM Connections Docs, Processor Value Unit
- IBM Connections Engagement Center for Intranet and Extranet, Processor Value Unit
- IBM Connections for Intranet and Extranet, Processor Value Unit

IBM Connections Engagement Suite, Processor Value Unit for Extranet provides:

- IBM Connections Docs, Processor Value Unit
- IBM Connections Engagement Center for Extranet, Processor Value Unit
- IBM Connections for Extranet, Processor Value Unit
Connections Engagement Center

Connections Engagement Center is an add-on for Connections. Connections Engagement Center improves employee engagement and internal communication by transforming the Connections environment into a digital workplace hub. It enables communications professionals to simplify and democratize content authoring, enabling any employee to use everyday tools, such as blogs and wikis, as a source for corporate news. Connections Engagement Center brings the most important news and content to the forefront through a single, integrated destination for employee engagement, communications, and collaboration.

Connections Engagement Center is integrated with Connections and provides employees with a simplified user experience to access, in one location, the content and applications that they need to be effective at their jobs. Engaged employees are a prime source of company innovation, which can lead to higher sales and profitability as well as lower employee turnover, absenteeism, safety incidents, and product defects. Empowering employees with Connections Engagement Center and Connections is an investment in an organization's employees.

Benefits of providing a personalized digital workplace hub for your organization:

- Engage and inform employees with newsletters, corporate event calendars, and other internal company communications.
- Foster two-way communication with employees through prominently featured forums and blogs.
- Develop a deeper understanding of employee thoughts and sentiment by listening to their comments and posts.
- Accelerate innovation through discussions hosted on the site.
- Reduce the time that employees spend searching for relevant documents by targeting information to each employee's role, location, or business unit.

Business advantages, benefits, and functions of Connections Engagement Center

Improved internal communication

- Internal communications become two-way collaborative interactions (for example, content can be liked and a comment can be added).
- Content publishing, liking, and commenting are integrated into the Connections activity stream so they can be noticed by coworkers.
- Responsibility for content publishing can be delegated to the line of business.
- Fragmentation, redundancy, inconsistency, and governance problems can be avoided.

Improved employee intranet experience

- Create an integrated social intranet that eliminates the dichotomy between top-down communication and peer-to-peer collaboration.
- Implement a single destination for information, so that employees do not need to choose where to browse and search for content.
- Incorporate a high degree of personalization.
- Provide a mobile experience for access while away from the desk.

Simplified content creation for authors

- Technical training is not required for content creation.
- Authors do not need to choose between two systems to publish their content.
- Content owners can curate content (for example, publish blog entries from employees to the home page or landing pages).
Reduced technical complexity and accelerated intranet development

- All content is within one index, so no search integration is required.
- Read access management is handled through Connections Communities, so no separate initiative and management is required.
- No special integration is required for activity stream and UI integration.
- No special effort is needed to personalize content.
- Intuitive page is designed with drag-and-drop widgets.
- Easy integration of external content (ATOM, RSS feeds, IFrame, web clipping).

Reduced costs compared to traditional intranet deployments

- Implementation. Connections Engagement Center is designed to be deployed in as little as a few hours.
- Integration. Content from Connections, websites, and applications can be easily integrated with ready-to-use widgets that are provided.
- Training. Business users can contribute content by using tools with which they are already familiar, such as wikis and blogs.
- Ongoing management. Administrators can configure custom home pages, the display of widgets, and navigation layout.

Connections Engagement Center offers the features and capabilities needed to deliver an impactful engagement center, and includes the following capabilities.

Adding content and applications

Connections Engagement Center includes ready-to-use widgets to populate the digital workplace hub pages with a wide variety of relevant and useful content from multiple sources.

- Content from Connections. Widgets are included, which simplify adding content from Connections blogs, wikis, and other social elements.
- Content from other websites and business applications. Clipping, IFrame, HTML, ATOM, and RSS feed widgets are provided to enable integrating elements of other websites and business applications into the web pages.
- Custom widgets for unique needs. The published API enables application developers to create custom widgets to integrate content or functionalities from other applications.

Personalizing the content for employees

Web pages and the content of widgets can be targeted to employees using their Lightweight Directory Access Protocol (LDAP) attributes, such as business unit, country, and location. Pages can be personalized by employees to reflect their individual needs and preferences.

Customization

Connections Engagement Center pages can be extensively customized, making the experience more appealing, easier to use, and useful for employees. This can foster greater employee usage and participation in communities, blogs, and other collaboration aspects of the site.

Page creation and customization capabilities:

- Multiple preconfigured page grid layouts
- Custom page grid layouts
- Ready-to-use widgets for adding content and applications
- New widgets that can be created to further tailor the site to an organization's needs
- Corporate branding and design standards that can be implemented using CSS
• Custom landing pages for specific division, department, branch, or locations
• Navigation between pages that provides an intuitive user experience to help employees browse and locate interesting and useful information

Connections

Connections empowers business professionals to be more innovative and productive by helping them quickly identify and build networks of subject matter experts with whom to collaborate. The platform facilitates the creation of vibrant communities of employees, suppliers, and customers where creative ideas can be exchanged to help inspire innovation and foster increased business growth. In addition, Connections provides full-featured native mobile applications supporting a broad range of mobile devices and operating platforms, giving users access to the trusted expertise of their network anywhere, anytime.

Key features in the most recent IBM Connections release

Advanced Community customization capabilities provide Community owners additional options for designing their custom Community. These changes enable a Community to be more useful and engaging, leading to increased community vitality. As Community owners build these vibrant communities, they can copy the existing layouts and designs from one Community into a new one.

Community owners can:

• Create Community experiences with enhanced rich text content editing, so that Community members can enjoy an engaging experience
• Choose from new modern layouts with a horizontal navigation bar to better use space on Community pages and match the Community's purpose more effectively
• Create new Communities faster by choosing from existing layouts, which can help to save time and establish guidelines for Community design
• Reduce clutter on Community pages by hiding a widget while retaining its link in the navigation menu

Files delivers added flexibility.

Files users can select a top-level folder in their Files and mark it for sync. This permits the users to take the content of entire folders offline to their desktop and keep them synchronized with the files on the server.

Relevant updates are brought front and center.

A new optional program, IBM Connections Orient Me, can be used with Connections V6.0 to provide new home page capabilities that apply advanced analytics to surface information and people that are most relevant to an individual. Individuals can take advantage of new capabilities provided by Connections Orient Me:

• See the updates and information most relevant to users displayed in a new visual layout and prioritized based on user interaction with content and people.
• Apply new content and people filters to better control what users see.
• More easily view updates grouped by a person, a Community, or content.
• Receive suggestions about the people most likely to be important and relevant to their work.
• See a snapshot of their day in the Action Center, accessible throughout Connections.

Connections Orient Me is made available for download from the Fix Central website by organizations with entitlement to Connections V6.0

Connections Docs

Connections Docs is a suite of socially enabled office productivity tools. This solution helps organizations empower users to create, co-edit, share, and collaborate
more efficiently on spreadsheets, presentations, and word processing documents. Key collaborative services, such as co-editing, file management, and contextual commenting, are built into the editing process, reducing the review and rework cycles commonly associated with creating team-based business documents.

Connections Docs improves productivity and the quality of the assets produced by reducing or eliminating the many copies and emails that can frequently hinder the document editing process.

Key features of Connections Docs:

- Significantly improve productivity and save time by co-editing documents and content in real time.
- Reduce IT costs through lightweight browser deployment, and eliminate costly desktop office suites that have features that are not used.
- Support both Microsoft™ Office and OpenDocument file formats to minimize format problems and optimize sharing and portability.
- Work seamlessly with Apache OpenOffice for rich desktop editing to provide a full-featured social document creation and editing solution.
- Integrate with third-party repositories and work as a single editing UI across many repositories.
- Enable up to 20 editors per document, enabling greater participation and easier collaboration for teams.
- High Fidelity File Viewer provides preview of file content, reducing the need to download files to review content.

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**Offering Information**

Product information is available on the [IBM Offering Information](https://www.ibm.com) website.

More information is also available on the [Passport Advantage](https://www.ibm.com) and [Passport Advantage Express](https://www.ibm.com) website.

**Publications**

Product information is available in the [IBM Knowledge Center](https://www.ibm.com).

The list of supported languages is available in the IBM Knowledge Center.

**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
For software requirements, see Connections Engagement Center requirements.

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. Read about the Electronic Support portfolio of tools on the IBM Electronic Support website.

You can also access the IBM Support Portal page and the online Service requests and PMRs tool for more support.

Planning information

Packaging
This offering is delivered through the internet. There is no physical media.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, which will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Ordering information

Product group: IBM Connections

Product: Product : 5737-F60

Product category: IBM Connections Engagement Suite

Passport Advantage

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**Authorized User**

Authorized User is a unit of measure by which the Program can be licensed. An Authorized User is a unique person who is given access to the Program. The Program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the Program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the Program in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

**Note:** Some programs may be licensed where devices are considered users. In that case the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures or applications from the Program or that is otherwise managed by the Program is considered a separate User of the Program and requires an entitlement as if that device were a person.

**Processor Value Unit (PVU)**
Processor Value Unit (PVU) is a unit of measure by which the Program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the Processor Value Unit (PVU) licensing for Distributed Software website) and the number of processors made available to the Program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the Program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (see web page below). If using full capacity licensing, Licensee must obtain PVU entitlements sufficient to cover all activated processor cores in the physical hardware environment made available to or managed by the Program, except for those servers from which the Program has been permanently removed. If using virtualization capacity licensing, Licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the Program, as defined according to the Virtualization Capacity License Counting Rules website.

An Activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

**Notes:**

- Some programs may require licenses for the Program and what is being managed. In that case, the following applies. In addition to the entitlements required for the Program directly, Licensee must obtain PVU entitlements for this Program sufficient to cover the processor cores for the systems on which the resources managed or processed by the Program reside.

- Some programs may be licensed on a managed basis only. In that case, the following applies. Instead of the entitlements required for the Program directly, Licensee must obtain PVU entitlements for this Program sufficient to cover the processor cores for the systems on which the resources managed or processed by the Program reside.

- A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies. Rather than obtaining entitlements for the activated processor cores available to the Program, Licensee must obtain PVU entitlements for this Program sufficient to cover the environment made available to the Referenced Program as if the Program itself were executing everywhere the Referenced Program was executing, independent of the basis on which the Referenced Program is licensed.

**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 Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

**Licensing**

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).
Agreement for Acquisition of Software Maintenance

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information number

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

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.

IBM provides you with access to IBM databases containing information about known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the IBM Software Support Handbook.

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the Passport Advantage and Passport Advantage Express website.
Software Subscription and Support applies

Yes. Software Subscription and Support, also referred to as Software Maintenance, is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the IBM Software Support Handbook. Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

Unless specified otherwise in a written agreement with you, IBM does not provide support for third-party products that were not provided by IBM. Ensure that when contacting IBM for covered support, you follow problem determination and other instructions that IBM provides, including in the IBM Software Support Handbook.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the Passport Advantage and Passport Advantage Express website.

Each software product included in IBM Connections Engagement Suite has its own software lifecycle. To review the software lifecycle details for each of the included products, see Software lifecycle.

Variable charges apply

No

Educational allowance available

Not applicable.

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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**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 can also 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 IBM Electronic Service Agent 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 IBMid 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 IBMid. 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, you are able to see search results that apply specifically to your systems.

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

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**Prices**

**Business Partner information**

If you are an IBM Business Partner -- Distributor for Workstation Software 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. 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.

Phone: 800-IBM-CALL (426-2255)

Fax: 800-2IBM-FAX (242-6329)

For IBM representative: askibm@ca.ibm.com

For IBM Business Partner: pwcs@us.ibm.com

IBM Digital Sales Offices 1177 S Belt Line Rd Coppell, TX 75019-4642, US

The IBM Digital Sales Center, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

**Note:** Shipments will begin after the planned availability date.

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**Trademarks**

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