



# IBM Maximo Anywhere V7.5 helps manage your mobile work management demands

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## At a glance

IBM® Maximo® Anywhere V7.5 is able to:

- Simplify access to assigned work orders on a mobile device including Android operating system.
- Quickly and easily review the critical details for assigned work, providing the appropriate feedback detail upon work completion.

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

## Overview

IBM Maximo Anywhere V7.5 lets users mobilize their work management tasks. Doing so can yield efficiencies for field personnel by helping them capture data at the point of execution, reduce and even eliminate information entry tasks, and increase the accuracy of their data. IBM Maximo Anywhere users are able to view their assigned work including details critical to the execution of the work.

IBM Maximo Anywhere may be utilized in connected or disconnected states. Users may leverage maps to view the spatial proximity of their assigned work, and barcode scanning capabilities to validate assets and work locations. The Work Approval application permits management to review and process work orders from their mobile devices, seeking additional work order information from IBM Maximo Asset Management when necessary.

The Maximo Anywhere platform is based upon IBM Worklight® technology, allowing Maximo users to leverage a mobile development platform to run, manage, and configure their mobile applications.

IBM Maximo Anywhere V7.5 allows mobile users to:

- Work in connected and disconnected modes
- Input work order feedback when it occurs
- Help capture and enter critical work details more efficiently
- Leverage barcode scanning where appropriate
- View the special proximity of their work assignments with turn by turn directions to each work destination
- Add Work Log details

- View additional work, task, asset, or location details
- Submit labor bookings
- Create new and follow-up work to eliminate inadvertent oversights

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## Key prerequisites

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Refer to the [Hardware requirements](#) and [Software requirements](#) sections.

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## Planned availability date

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December 11, 2013: Electronic general availability  
January 10, 2014: General availability

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## Description

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IBM Maximo Anywhere V7.5 puts true mobile work management in the hands of the field worker. Technicians may work in connected or disconnected modes with Maximo Anywhere. A seamless retrieval and transmission of data is provided to the technician so that getting their work done quickly can remain their focus.

Leveraging the industry-leading IBM Worklight platform as the basis for the Maximo Anywhere product, organizations may embark on a mobile strategy involving the delivery of lightweight role-based applications, designed to get work done efficiently. Users will be able to conduct work management in a mobile environment, taking advantage of the many benefits and efficiencies of having work details delivered to the field technician. Mobile field technicians can review pertinent work details, view the work location on a map, receive directions to the work site, and include critical work completion data.

### Accessibility by people with disabilities

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

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

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## Availability of national languages

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For a complete list of supported languages by IBM Maximo products, refer to the Product Configuration Matrix at

[http://www-01.ibm.com/support/docview.wss?  
rs=3214&context=SSLKT6&q17014419&uid=swg27014  
419&loc=en\\_US&cs=utf-8&lang=en](http://www-01.ibm.com/support/docview.wss?rs=3214&context=SSLKT6&q17014419&uid=swg27014419&loc=en_US&cs=utf-8&lang=en)

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## Program number

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Program number	VRM	Program name
5725-M39	7.5.0	IBM Maximo Anywhere

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## Education support

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Comprehensive education for IBM Tivoli® products is offered through Worldwide Tivoli Education Delivery Services. A wide range of training options are available,

including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit

<http://www-306.ibm.com/software/tivoli/education/>

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## Offering Information

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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>

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## Publications

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English and national language product manuals may be downloaded from the following website

<https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/TivoliDocumentationCentral/>

English product documentation is also included with the program software and may be printed.

English and national language publications will be available on the product's general availability date. Refer to the Product Configuration Matrix link for additional information on translation of publications

[http://www-01.ibm.com/support/docview.wss?rs=3214&context=SSLKT6&q17014419&uid=swg27014419&loc=en\\_US&cs=utf-8&lang=en](http://www-01.ibm.com/support/docview.wss?rs=3214&context=SSLKT6&q17014419&uid=swg27014419&loc=en_US&cs=utf-8&lang=en)

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## Technical information

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### Specified operating environment

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#### ***Hardware requirements***

IBM Worklight server:

- Disk space
  - Minimum: 512 MB.
  - Recommended: Refer to your web server documentation.
- Memory
  - Minimum: 2 GB RAM.
  - Recommended: Refer to your web server recommendations.

Build machine:

- Disk space
  - Minimum: 512 MB
  - Recommended: 2 GB
- Memory
  - Minimum: 2 GB RAM

- Recommended: 8 GB RAM

#### Mobile devices:

- Disk space
  - Minimum: 2 GB per application
  - Recommended: 4 GB, or greater per application
- Memory
  - Minimum: 1 GB RAM
  - Recommended: 4 GB RAM

#### Other:

- Medium, large, and extra large size screens are supported.
- Medium, high, and extra high densities are supported.
- An environment that supports HTTP protocol, such as LAN TCP/IP, WiFi, cellular, or satellite communications.
- 5 mega pixel camera with auto focus for bar code scanning.

### **Software requirements**

#### Maximo server

- IBM Maximo Asset Management V7.5.0.4, or later

#### IBM Worklight server

#### Operating systems

- AIX® V6.1 and V7.1
- HP-UX 11i v2 and v3
- Red Hat Enterprise Linux™ v5 and v6
- SUSE Linux Enterprise Server v10 and v11
- Solaris 10
- Microsoft™ Windows™ Server 2008, Microsoft Windows Server 2012

#### Build machine

#### Operating systems

- Red Hat Enterprise Linux v5 and v6
- SUSE Linux Enterprise Server v10 and v11
- Microsoft Windows Server 2008

### **Mobile devices**

#### Operating systems

- Android 4.0.4, or later

**Note:** Mobile devices have less computing power than a typical laptop or desktop computer. The memory and processor speeds on mobile devices will impact the performance of the application.

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/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

<http://ibm.com/support/servicerequest>

## **Planning information**

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### **Direct customer support**

For technical support or assistance, contact your IBM representative or visit

<http://www.ibm.com/support>

### **Packaging**

These products are distributed with:

- License Information
- International Program License Agreement
- Quick Start Guide
- CD-ROMs or DVDs

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and 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.

## **Security, auditability, and control**

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This Maximo product uses the security and auditability features of IBM WebSphere® Application Server. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## **Software Services**

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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 or to contact a Software Services sales specialist, visit

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## Licensing metric definitions and pricing examples

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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: via 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.

### Standby or backup systems

For programs running or resident on backup machines, IBM defines three types of situations: cold, warm and hot. In cold and warm situations, a separate entitlement for the copy on the backup machine is normally not required and typically no additional charge applies. In a hot backup situation, the customer needs to acquire other licenses or entitlements sufficient for that server. All programs running in backup mode must be solely under the customer's control, even if running at another enterprise's location.

As a practice, the following are definitions and allowable actions concerning the copy of the program used for backup purposes:

**Cold:** A copy of the program may reside, for backup purposes, on a machine as long as the program is not started. There typically is no additional charge for this copy.

**Warm:** A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There typically is no additional charge for this copy.

**Hot:** A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlements for this copy and there will generally be an additional charge.

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions, updating of files, synchronization of programs, data, or other resources (for example, active linking with another machine, program, database or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switchover between programs, databases, or other resources to occur.

In the case of a program or system configuration that is designed to support a high-availability environment by using various techniques (for example, duplexing; mirroring of files or transactions maintaining a heartbeat; and active linking with another machine, program, database, or other resource), the program is considered to be doing work in the hot situation and a license or entitlement must be purchased.

### Pricing examples

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The pricing example below should be used to determine required license entitlements for IBM Maximo Anywhere V7.5.

IBM Maximo Anywhere is licensed per Authorized User.

If a customer has 100 users who require access, the following licensing scheme applies:

Pricing metric	Quantity in customer environment	License entitlements required
Authorized Users	100	100

An Authorized User that uses a mobile application other than the mobile applications that are included with Maximo Anywhere, must have a corresponding entitlement to Maximo Asset Management.

A customer may purchase Authorized Users of Maximo Anywhere if the customer owns IBM Maximo Everyplace® . If a customer already owns 100 Authorized Users and wishes to trade up to 20 IBM Maximo Anywhere Authorized Users, the following licensing scheme applies (note that Maximo Everyplace licenses are surrendered in exchange for new Maximo Anywhere licenses):

Pricing metric	Quantity in customer environment	License entitlements previously purchased	License entitlements to be purchased	Users entitled
Maximo Everyplace Authorized Users	NA	100	0	80
Maximo Anywhere trade up	NA	0	20	0

A customer will have the option to migrate their Mobile Work Manager Entitlements (E0AWZLL, E0AX1LL) to Maximo Anywhere Work Manager Entitlements as part of their renewal or in between renewal cycles. If a customer already owns 100 Authorized Users and wishes to migrate to 20 IBM Maximo Anywhere Authorized Users, the following licensing scheme applies (note that Maximo Mobile Work Manager licenses are surrendered in exchange for new Maximo Anywhere licenses):

Pricing metric	Quantity in customer environment	License entitlements previously purchased	License entitlements to be purchased	Users entitled
Maximo Mobile work Manager Authorized Users	NA	100	0	80
Maximo Anywhere Authorized Users	20	0	0	20

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## Ordering information

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

Product group: Maximo Portfolio  
 Product name: IBM Maximo Anywhere  
 Product category: Maximo Portfolio

### Passport Advantage trade up

You must have previously acquired a license for the following precursor products to be eligible to acquire an equivalent license of the trade-up product.

Precursor product	Trade-up product	Trade-up part number
Maximo Everyplace Authorized User Trade	IBM Maximo Anywhere Work Manager per	D10RBLL

Up Lic + SW S&S 12 Mo Authorized User

Maximo EveryPlace for IBM Maximo Anywhere D10SCLL  
Linux on System z® Work Manager for Linux  
Authorized User Trade on System z Authorized  
Up Lic + SW S&S 12 Mo User

Consult your IBM representative if you have any questions.

### Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

Media pack description	Part number
IBM Maximo Anywhere Work Manager V7.5.0 Multiplatform Multilingual Media Pack	BJ13PML

### New licensees

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Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

### Basic license

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#### Ordering information for Passport Advantage

Passport Advantage allows you to have a common anniversary date Software Subscription and Support (SW S&S) renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of SW S&S. SW S&S in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all SW S&S will renew at the the common anniversary date for twelve full months of SW S&S.

Refer to the IBM International Passport Advantage Agreement and to the *IBM Software Support Handbook* for specific terms relating to, and a more complete description of, technical support provided through SW S&S.

The quantity to be specified for the Passport Advantage part numbers in the following table is per required number of Authorized Users. To order for Passport Advantage , specify the desired part number and quantity.

Description	Part number
IBM Maximo Anywhere Work Manager per Authorized User	
License and SW S&S 12 Months	D10R9LL
Annual SW S&S Renewal Annual Renewal	E0I3NLL
SW S&S Reinstatement 12 Months	D10RALL
IBM Maximo Anywhere Work Manager for Linux on z per Authorized User	
License and SW S&S 12 Months	D10SALL
Annual SW S&S Renewal Annual Renewal	E0I3ZLL
SW S&S Reinstatement 12 Months	D10SBLL

To order a media pack for Passport Advantage , specify the part number in the desired quantity from the following table:



Description	Part number
IBM Maximo Anywhere Work Manager V7.5.0 Multiplatform Multilingual Media Pack	BJ13PML
IBM Maximo Anywhere Work Manager is also available, via web download, from Passport Advantage .	

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## Terms and conditions

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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.

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

### **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.

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated agreement for software subscription and support 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 form number**

License ID	Document name
L-SNEP-96CQRB	IBM Maximo Anywhere V7.5

The program's License Information will be available for review on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

### **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 on known program defects, defect corrections, restrictions, and bypasses at no additional

charge. For further information, consult the IBM Software Support Handbook found at

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

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

### ***Program technical support***

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

### ***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.

### ***Other terms***

#### ***Volume orders (IVO)***

No

### ***IBM International Passport Advantage Agreement***

#### ***Passport Advantage applies***

Yes, and through the Passport Advantage website at

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

#### ***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 via 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 end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

<http://www.ibm.com/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.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

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

***IBM Operational Support Services - SoftwareXcel***

No

***System i® Software Maintenance applies***

No

***Variable charges apply***

No

***Educational allowance available***

Not applicable.

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## **Statement of good security practices**

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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 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 comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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## **IBM Electronic Services**

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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

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**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.

**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.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

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

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## Prices

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Information on charges is available at

<http://www.ibm.com/support>

In the Electronic tools category, select the option for Purchase/upgrade tools.

### Passport Advantage

For Passport Advantage and charges, contact your IBM representative or your authorized IBM Business Partner. Additional information is also available at

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

### 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 IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

Authorization to resell IBM software products is achieved at the Reseller Authorization Group level. You must be authorized in the Tivoli Service Process Automation group to sell these products. To register an opportunity for this product in the Global Partner Portal, you may use Product Family - Software: Tivoli Service Process Automation.

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## Order now

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To order, contact the Americas Call Centers or 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).

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

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

For IBM representative: [callserv@ca.ibm.com](mailto:callserv@ca.ibm.com)

For IBM Business Partner: [pwcs@us.ibm.com](mailto:pwcs@us.ibm.com)

Mail: IBM Teleweb Customer Support  
ibm.com® Sales Execution Center, Americas North  
3500 Steeles Ave. East, Tower 3/4  
Markham, Ontario  
Canada  
L3R 2Z1

Reference: YE001

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

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For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

<http://www.ibm.com/planetwide/us/>