IBM Elite Support for Decision Optimization for Python offers support for Python users with CPLEX optimizers

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At a glance

IBM® Elite Support offers service support through IBM's technical support coverage for clients using Python tooling with Decision Optimization.

Overview

Elite Support is a support delivery model in which the software is acquired separately. It offers an option to order an annual, remotely delivered technical Support Offering through Passport Advantage. (Refer to the Passport Advantage Agreements, forms and attachments website.)

Elite Support for Decision Optimization for Python offers technical support for clients using Decision Optimization’s API for Python modeling.

Decision Optimization CPLEX® for Python offers the following benefits:

- Delivers the power of IBM’s market-leading CPLEX Optimizer to Python users.
- Helps users to easily formulate and analyze optimization models with Python.
- Enables users to quickly build and develop end-to-end Advanced Analytics prototypes. It takes advantage of the Python ecosystem for data science, including machine learning, data cleansing and analysis, forecasting, and Decision Optimization.
- Helps users solve their Python-based optimization models flexibly either on cloud (IBM Decision Optimization on Cloud) or on on-premises (CPLEX Optimization Studio).

Key prerequisites

Decision Optimization for Python requires:

- Python version 2.7.9 or 3.4.x.
- The docplex open source python package. (Refer to the Python docplex website)
- Microsoft Windows 64, Linux 64, or MacOS systems.
- For cloud, a Decision Optimization on Cloud subscription. (Refer to the Decision Optimization on Cloud website)
- For on-premises, a CPLEX Optimization Studio subscription. (Refer to the CPLEX Optimization Studio website)
Plan availability date

February 16, 2016

Description

IBM Elite Support offers service support for clients using Python tooling with Decision Optimization through IBM’s technical support coverage. The support access and other key support measurement parameters are the same as with support provided for licensed IBM offerings. Details are listed in the table below.

Decision Optimization is at the core of prescriptive analytics. It typically gives the user a significant competitive advantage compared to other fields of analytics since optimization can provide "next best actions." Business applications based on Decision Optimization often require collaboration between data scientists (especially operations research experts) and IT developers. In the past, a gap existed among the tools preferred by the various stakeholders in this collaboration. The IBM Decision Optimization CPLEX for Python offering aims to bridge this gap by providing a CPLEX Modeling API for the Python ecosystem.

In addition, solving can take place either on the cloud (for example, Decision Optimization on Cloud) or on-premise, without any particular code change between the two. The cloud solve (Decision Optimization on Cloud (refer to the Decision Optimization on Cloud website) has no dependencies on-premises (CPLEX Optimization Studio). The Decision Optimization CPLEX for Python offering includes all the CPLEX Optimizer algorithms for both mathematical programming and constraint programming, with model building, analysis, and scripting in a high-level programming language. With this offering, you can express business constraint and implement complex algorithmic workflows, all in a single language. The Decision Optimization CPLEX for Python APIs have no runtime dependency on any system library or solver engine. They make the deployment and maintenance of optimization models easy from one system to another. For access to Decision Optimization CPLEX for Python, visit the Python docplex website.

With the Decision Optimization CPLEX for Python offering, data scientists, experts, and IT developers can collaborate to create end-to-end solutions or prototypes, incorporating the market-leading CPLEX Optimizers. They can benefit from the Python ecosystem for fast development. They can also take advantage of this ecosystem to access powerful libraries as well as various data science offerings, including machine learning, data cleansing and analysis, forecasting, and Decision Optimization.

Decision Optimization CPLEX for Python is "notebook ready" for both Jupyter IPython and Apache Zeppelin. In such notebook environments, users can benefit from the Python scientific ecosystem to build workflows that process data, create forecasts, optimize models using forecasts as input, and publish results.

Combining the Decision Optimization CPLEX for Python offering with Decision Optimization on Cloud offers these additional benefits:

- Access to CPLEX modeling and solving capabilities in minutes, with no installation or download required.
- Access to the power of optimization, without requiring investment in on-premise licenses.
- Easy embedding of CPLEX Optimizer in other cloud-based solutions and services.

The following table describes the features of Elite Support in more detail:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>Electronic problem submission</td>
<td>Yes</td>
</tr>
<tr>
<td>Voice problem submission</td>
<td>Yes</td>
</tr>
<tr>
<td>Number of electronic and/or voice problems</td>
<td>Unlimited</td>
</tr>
</tbody>
</table>
Support hours
8 a.m. to 5 p.m. Mon-Fri (24x7x365 for Severity 1)
Response target
2 business hours
Technical contacts
Unlimited
Availability
Worldwide

1 Times listed are for the customer's time zone. Severity 1 support is available on public holidays for Elite Support
2 Response target is IBM's objective to respond to your high severity support request. In some cases the initial response could result in a resolution of your request, or it will form the basis for determining what additional actions are required to achieve technical resolution of your request.

Program number

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
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<tbody>
<tr>
<td>5725-Y67</td>
<td>xxx</td>
<td>IBM Elite Support for Decision Optimization for Python</td>
</tr>
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</table>

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on IBM authorized training website.

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

Offering Information

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage® and Passport Advantage Express® website.

Publications

No publications are shipped with this program.

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 or to contact a Software Services sales specialist, go to the IBM Software Services website.

Technical information
Specified operating environment

Software requirements

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. 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

Not applicable.

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

This offering uses the security and auditability features of the host hardware or software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

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

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

More information can be found on the IBM Software Value Plus website.

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, go to the Find a Business Partner page.

Product Group: Advanced Analytics

Product: IBM Elite Support for Decision Optimization for Python (5725-Y67)

Product Category: Advanced Analytics

Passport Advantage
<table>
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<tr>
<th>Program name/Description</th>
<th>Part number</th>
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<tr>
<td>IBM Elite Support for Decision Optimization for Python per Install Software Support for 12 Months</td>
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**Charge metric**

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<th>Program name</th>
<th>Part number or PID number</th>
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<tr>
<td>IBM Elite Support for Decision Optimization for Python</td>
<td>5725-Y67</td>
<td>Install, Unlimited Contacts</td>
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**Install**

Install is a unit of measure by which the program can be licensed. An install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each install of the program.

**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.

This product is only available through Passport Advantage.

Selected Support Agreement is covered within the International Passport Advantage Agreement (IPAA).

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, information is available on the Passport Advantage and Passport Advantage Express website.

**Usage restriction**

No

**Software Subscription and Support applies**

No

**IBM Operational Support Services - SoftwareXcel**

No

**System i Software Maintenance applies**

No

**Variable charges apply**

No
Statement of good security practices

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 lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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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 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, 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 http://www.ibm.com/support/esa 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 IBM ID 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 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, you are able to see search results that apply specifically to your systems.

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

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 IBM ID and password are required to access the https://www.ibm.com/software/howtobuy/passportadvantage/paoresellerwebsite.

Current prices can be found on the IBM Support Portal website.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus. Additional information is also available on the Passport Advantage and Passport Advantage Express website.

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