IBM Financial Transaction Manager for ACH Services for z/OS, V3.0.4

At a glance

Capabilities of IBM Financial Transaction Manager for ACH Services for z/OS, V3.0.4:

- Brings robust NACHA and immediate payments processing capabilities to the IBM z/OS platform
- Includes ability to send and receive immediate payments designed to comply with The Clearing House (TCH) Real-time Payments initiative
- Provides an ISO 20022-based platform that can be extended to help support the Zelle payments network, pan-European instant payments, and other immediate payments schemes
- Has the ability to provide the required payments or receipt acknowledgement within the TCH Real-time Payments system mandates
- Includes workflows and maps to support immediate payment requirements
- Leverages the Financial Transaction Manager user interface to view immediate payment transactions and provide exception resolution
- Delivers benchmark reports to support throughput and latency requirements for immediate payments
- Offers benefits provided by IBM Z hardware and the z/OS operating system including fast, predictable response time, seamless scalability, continuous availability, and highest levels of security
- Supports the option of IBM Payments Pricing Solution for z/OS to add per-payment pricing for Financial Transaction Manager payments workloads on z/OS environments

Overview

Financial Transaction Manager for ACH Services for z/OS, V3.0.4 brings the ACH processing capabilities of Financial Transaction Manager to the z/OS platform. This includes the ability to process outbound and inbound immediate payments within the modern, robust IBM Financial Transaction Manager suite, as well as support for the clearing and settlement of NACHA transactions. It delivers a payments solution that complies with The Clearing House (TCH) Real-time Payments initiative. It features an extendable platform that can be easily extended to help support the pan-European instant payments solution, the Zelle payments network, and other new regional or in-country schemes worldwide. The solution is able to process high volumes of financial messages reliably and is designed to meet the throughput and latency mandates for TCH Real-time Payments and other schemes with similar performance requirements.
Financial Transaction Manager for ACH Services for z/OS offers an established solution that helps support financial institutions in the development or transformation of their financial transaction management systems. Financial Transaction Manager for ACH Services for z/OS, V3.0.4 adds additional immediate payments capabilities to existing support for the UK Faster Payments formats and the payment processing requirements for Fast and Secure Transfers (FAST) in Singapore.

Immediate payments processing capabilities:

- Provides a new payment rail that supports immediate payments as a new payments alternative
- Delivers a payments solution designed to comply with TCH Real-time Payments system's inbound and outbound use cases 1, 2, and 3
- Offers the capability to be extended to help support the Zelle payments network, pan-European instant payments, and other country-specific or regional immediate payment schemes
- Provides APIs to support many legacy payment applications and services for other payment types through the Financial Transaction Manager Internal Standard Format (ISF)
- Delivers ability to integrate with anti-fraud capabilities
- Supports ISO 20022 payment message APIs for adding messages to the immediate payments message stream and receiving corresponding notification of transaction results
- Offers the ability to participate in pilot phases for existing and new payment schemes as these new schemes are rolled out
- Delivers the ability to achieve business insights into the message warehouse data by using IBM Cognos® Business Intelligence
- Includes both an administration and operations GUI through Financial Transaction Manager

NACHA transaction processing capabilities:

- Supports receiving and sending files in accordance with the NACHA 2014 operating rules (includes all SEC codes)
- Delivers reference implementations for NACHA file origination and receipt
- Has transaction routing and delivery rules for ACH processors, including direct sends from one financial institution to another
- Includes administration capabilities for partner on-boarding and maintenance
- Delivers process management for operational control and system monitoring
- Helps with ACH payment receipt capabilities, including control total matching, authorization, NACHA rules compliance validation, and Notification of Change (NOC) and Death Notification Entry (DNE) management
- Contains ACH payment processing capabilities, including risk services, customer billing for products and services, generation of accounting entries, inbound and outbound returns, and accounts receivable check conversion services
- Handles exception management of files, batches, and transactions
- Can manage warehousing of future dated work
- Contains reporting and extracts for financial institutions and their customers
- Includes data retention of processed transactions
- Includes documentation for the ACH implementation

The ability to run on ACH and Immediate Payments workloads on IBM Z hardware and the z/OS operating system can help provide the following additional client benefits:

- Fast, predictable response time
- Seamless scalability to accommodate unpredictable spikes in demand
- Continuous availability
• Highest levels of security

In addition, Financial Transaction Manager Enterprise clients can now take advantage of the new Payments Pricing Solution for z/OS. This pricing solution provides pricing flexibility with a per-payment pricing option for payments workloads on z/OS environments. Payments Pricing Solution for z/OS enables operational cost to be tied directly to business value by basing the price of the solution on the number of production payments that are processed, rather than capacity that is used to process them.

Key prerequisites

IBM Financial Transaction Manager for z/OS, V3.0 is a prerequisite for Financial Transaction Manager for ACH Services for z/OS, V3.0.4.

For additional information about system requirements, see the Technical information section.

Planned availability date

October 6, 2017: Physical media

Description

Using Financial Transaction Manager for ACH Services for z/OS, V3.0.4 delivers to financial institutions the ability to:

• Rapidly introduce an immediate payments offering to their customers.
• Provide confidence that their offering meets performance requirements.
• Have a competitive, market differentiated immediate payments product.
• Rapidly respond to market demands through configuration changes without the need for IT intervention.
• Have deeper understanding of payment trends and patterns.
• Easily segment payment usage and billing.
• Provide anti-fraud integration to instill confidence for both the bank and customers.
• Provide a product offering that meets regulatory requirements.
• Receive and send files in accordance with the NACHA 2014 operating rules (includes all SEC codes).
• Route and deliver transactions to ACH processors, including direct sends from one financial institution to another.
• Help with ACH payment receipt capabilities, including control total matching, authorization, NACHA rules compliance validation, and Notification of Change (NOC) and Death Notification Entry (DNE) management.
• Provide ACH payment processing capabilities, including risk services, customer billing for products and services, generation of accounting entries, inbound and outbound returns, and accounts receivable check conversion services.
• Handle exception management of files, batches, and transactions.
• Manage warehousing of future dated work.
• Include reporting and extracts for financial institutions and their customers.
• Include data retention of processed transactions.

Benefits:

• Helps financial institutions to remain competitive in the marketplace
• Allows financial institutions to participate in immediate payment scheme pilots
• Enables financial institutions to offer a faster payments product that meets their business needs and their customer's service level agreements (SLAs)
• Provides APIs to legacy applications and services
• Offers cost reduction and increased revenue opportunities through new and improved payment services
• Provides a modern platform to meet ACH payment processing challenges
• Helps address customer's demand for near real-time processing and information access
• Helps improve risk management and assists with organizations' compliance obligations through improved visibility to payment transactions across multiple payment channels
• Has prebuilt support for processing North American ACH payments in and out of the Financial Transaction Manager internal standard format
• Delivers prebuilt message flows to manage ACH related interactions with a clearing and settlement mechanism
• Is able to execute, monitor, audit, and track ACH payments
• Provides transparency across ACH processing
• Increases ability to enable straight through processing for real-time or near real-time ACH payments
• Provides a robust and scalable environment to process large volumes of ACH payments
• Allows for easier adoption of ACH Rule updates
• Enables new customer services, such as deposit and exception notification with improved visibility and self-service

Financial Transaction Manager for ACH Services for z/OS, V3.0.4 supports not only the NACHA payments network but also the scheme standards from The Clearing House (TCH) through an ISO20022-compliant platform that can easily be extended to support the Zelle payments network, the European Banking Authority (EBA), and other immediate payment initiatives. The product allows financial institutions to provide immediate payment features and functions to their customers, and to help leverage their investment in the Financial Transaction Manager suite. Financial Transaction Manager for ACH Services for z/OS, V3.0.4 can help financial institutions stay current with scheme modifications as payment schemes evolve.

Financial Transaction Manager for ACH Services for z/OS, V3.0.4 includes the following capabilities:

• Ability to originate and receive real-time payments from the TCH with support for system standards for inbound and outbound use cases 1, 2, and 3
• Ability to provide the required acknowledgement within the defined scheme mandates
• Includes workflows and maps to and from the corresponding clearing houses and customer channel interfaces to support payment scheme requirements
• Adds user interfaces to view transactions, provide exceptions resolution, and track and trace payments going through the system
• Includes benchmark reports to support throughput and latency
• Ability to create and generate reports
• Supports ISO 20022 messages, including the capability to handle updates to existing schemes
• Has APIs to legacy application and services, such as fraud screening, sanction detection, and accounting services through the Financial Transaction Manager Internal Standard Format (ISF) or through ISO 20022 payment message APIs
• Delivers the ability to rapidly configure updates based on customer profile, payment amount, initiation channel, and other parameters
• Ability to tailor immediate payment set up by customer segment
• Integrates into existing bank infrastructure
• Can update configuration settings by customer and customer segment to meet the specific requirements of the bank and customer
• Ability to meet the service level agreements (SLAs) of the business and customer
• Provides integration to anti-fraud capabilities, such as Safer Payments
• Ability to achieve business insight into the message warehouse data based on Cognos Business Intelligence
• Delivers business insights on demand
  – Offers predefined general payments reports based on Cognos Business Intelligence
  – Using Cognos Business Intelligence, can generate custom reports or adapt predefined reports to support immediate payments
  – Supports both integrated and stand-alone use of Cognos Business Intelligence for Financial Transaction Manager for Immediate Payments data
• Ability to monitor payments infrastructure based on the Java™ Management Extensions (JMX) standard
• Delivers insights on bank and customer usage of the immediate payments service to rapidly adjust to changing market needs and future developments
• Creates visibility into analytic dashboards to assess value from individual customer, customer segment payment data, as well as better understand a customer’s behavior, trends, and patterns

The ability to run on ACH and Immediate Payments workloads on IBM Z hardware and the z/OS operating system can help to satisfy the following client demands:

• Fast, predictable response time
• Seamless scalability to accommodate unpredictable spikes in demand
• Continuous availability
• Highest levels of security.

In addition, Financial Transaction Manager Enterprise clients can now take advantage of the new Payments Pricing Solution for z/OS. This pricing solution provides pricing flexibility with a per-payment pricing option for payments workloads on z/OS environments. Payments Pricing Solution for z/OS enables operational cost to be tied directly to business value by basing the price of the solution on the number of production payments that are processed, rather than capacity that is used to process them.

This new pricing model allows clients to utilize the strengths of IBM Z and at the same time, pay on a monthly basis for the actual number of production payments processed. It does not replace the existing pricing for Financial Transaction Manager and associated software programs, but provides an additional commercial model to be utilized.

Payments Pricing Solution for z/OS enables the per-payment pricing model on the z/OS operating system and requires an upfront client purchase of a license for Financial Transaction Manager. Clients are invoiced monthly for the number of production payments that are processed. The per-payment price provides the usage entitlement for the following z/OS software stack when used in conjunction with Financial Transaction Manager:

• z/OS, V2.1, or later
• IBM MQ for z/OS, V9.0, or later
• IBM DB2® for z/OS, V11.1, or later
• IBM Operational Decision Manager Standard for z/OS, V8.9, or later

**Accessibility by people with disabilities**

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be found on the [IBM Accessibility](https://www.ibm.com) website.
Section 508 of the US Rehabilitation Act

Financial Transaction Manager for ACH Services for z/OS, V3.0.4 is capable as of October 6, 2017, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A US Section 508 Voluntary Product Accessibility Template (VPAT) can be found on the IBM Accessibility website.

Product positioning

Financial Transaction Manager for ACH Services for z/OS, V3.0.4 enables a bank to comply with the NACHA payments and The Clearing House (TCH) Real-time Payments system mandates, and positions the bank to introduce new ISO 20022 immediate payment schemes, such as the Zelle payments network and pan-European instant payments as they are introduced domestically or regionally around the globe.

Financial institutions need to connect to one or multiple immediate payments schemes domestically or regionally and provide seamless integration to backend business applications in order to:

- Originate and receive both NACHA and immediate payments in accordance with the scheme mandates.
- Provide APIs to the legacy application and services.
- Meet scheme throughput and latency requirements.
- Provide a deeper understanding of payment trends, patterns, and customer exceptions.
- Provide insights on the bank's and customer's usage of the immediate payment service to rapidly adjust delivery options.
- Integrate with anti-fraud capabilities to instill confidence.
- Provide dynamic visibility to analytic dashboards to assess value from individual customer, customer segment, and payment data to better understand your customer's behavior, trends, and patterns.

Reference information

For information about IBM Financial Transaction Manager for Immediate Payments for Multiplatforms, see Software Announcement 216-492, dated October 11, 2016.

For information about IBM Financial Transaction Manager for ACH Services for Multiplatforms, see Software Announcement 217-210, dated April 25, 2017.

For information about IBM Financial Transaction Manager for z/OS, V3.0, see:


Program number

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
</tr>
</thead>
<tbody>
<tr>
<td>5655-FTE</td>
<td>3.0.4</td>
<td>IBM Financial Transaction Manager for ACH Services for z/OS</td>
</tr>
<tr>
<td>5655-FTF</td>
<td>1.1.0</td>
<td>IBM Financial Transaction Manager for ACH Services for z/OS S&amp;S</td>
</tr>
</tbody>
</table>

Product identification number

IBM United States Software Announcement 217-467  IBM is a registered trademark of International Business Machines Corporation
Program PID number | Subscription and Support PID number
--- | ---
5655-FTE | 5655-FTF

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBMid).

BP Attachment for Announcement Letter 217-467

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.

Publications

IBM Financial Transaction Manager for ACH Services for z/OS documentation can be accessed in IBM Knowledge Center, the home for IBM product documentation. You can customize IBM Knowledge Center to create a collection of documents that include the technologies, products, and versions that you select.

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

Hardware requirements

Hardware must be compatible with and capable of running a supported operating system, corresponding software, and associated applications.

Operating system software:
• Runtime server
  – IBM z/OS V1.13
  – IBM z/OS V2.1
• Developer workstation
  – Microsoft™ Windows™

For the latest system requirements, see the Detailed hardware and software requirements for IBM Financial Transaction Manager offerings website.

Software requirements
Other software, in addition to the operating system software, listed in the Hardware requirements section:

• IBM Integration Bus for z/OS, V9.0
• IBM WebSphere™ MQ for z/OS, V8.0
• IBM Db2™ for z/OS, 10.1
• IBM WebSphere Application Server for z/OS, V8.5
• IBM Cognos Business Intelligence V10.2 (for optional reporting support)
• IBM Integration Designer V8.5.5
• IBM Business Monitor V8.5 (for optional dashboard support)

Financial Transaction Manager for z/OS, V3.0 is a prerequisite for Financial Transaction Manager for ACH Services for z/OS, V3.0.4.

For more information about system requirements, see the Detailed hardware and software requirements for IBM Financial Transaction Manager offerings website.

Limitations
See the License Information documents found on the IBM Software License Agreement website.

Planning information

Packaging
• 3590
  – Tape that contains Financial Transaction Manager for ACH Services for z/OS, V3.0.4
• Financial Transaction Manager for ACH Services for z/OS, V3.0.4 Program Directory (G113-4356-00)
• License Information Agreement CD (LCD7-7067-00)

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.

Security, auditability, and control

Financial Transaction Manager for ACH Services for z/OS 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
5655-FTE: IBM Financial Transaction Manager for ACH Services for z/OS, V3.0.4

Basic license one-time charge

<table>
<thead>
<tr>
<th>Program name</th>
<th>Part number or PID number</th>
<th>Charge metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Financial Transaction Manager for ACH Services for z/OS, V3.0.4</td>
<td>5655-FTE</td>
<td>Virtual server</td>
</tr>
</tbody>
</table>

For additional details about charge metrics, refer to the license information for IBM Financial Transaction Manager for ACH Services for z/OS on the IBM Software License Agreement website.

Virtual Server

Virtual Server is a unit of measure by which the program can be licensed. A server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate server. A virtual server is either a virtual computer created by partitioning the resources available to a physical server or an unpartitioned physical server. Licensee must obtain Virtual Server entitlements for each virtual server made available to the program, regardless of the number of processor cores in the virtual server or the number of copies of the program on the virtual server. When determining the number of Virtual Server entitlements required for licensee's installation or use of the program, the installation or use of the program when used for development and unit testing on single user machines are not taken into consideration.

Basic license

To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW.

Program PID: 5655-FTE

Program name: IBM Financial Transaction Manager for ACH Services for z/OS V3

<table>
<thead>
<tr>
<th>Entitlement identifier</th>
<th>Description</th>
<th>License option/Pricing metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>S0187WC</td>
<td>IBM FTM for ACH Services for z/OS</td>
<td>Basic OTC, per Virtual Server</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orderable supply ID</th>
<th>Language</th>
<th>Distribution medium</th>
</tr>
</thead>
<tbody>
<tr>
<td>S0187WD</td>
<td>English US</td>
<td>1/2-inch Data Cartridge, IBM 3590, 30 GB, 128 Track</td>
</tr>
</tbody>
</table>

Subscription and Support PID: 5655-FTF

Program name: IBM Financial Transaction Manager for ACH Services for z/OS S&S

<table>
<thead>
<tr>
<th>Entitlement identifier</th>
<th>Description</th>
<th>License option/Pricing metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>S0187WG</td>
<td>IBM FTM for ACH Services for z/OS S&amp;S</td>
<td>Basic ASC, per Virtual Server, SW S&amp;S, No charge decline SW S&amp;S</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orderable supply ID</th>
<th>Language</th>
<th>Distribution medium</th>
</tr>
</thead>
<tbody>
<tr>
<td>S0187WH</td>
<td>English US</td>
<td>Hardcopy pub</td>
</tr>
</tbody>
</table>
Customized Offerings

Product deliverables are shipped only through CBPDO and ServerPac. These customized offerings are offered for internet delivery in countries where Shopz product ordering is available. Internet delivery reduces software delivery time and allows you to install software without the need to handle tapes. For more details on Internet delivery, go to the Help section on the Shopz website.

You choose the delivery method when you order the software. IBM recommends internet delivery. In addition to internet and DVD, the supported tape delivery options include:

- 3590
- 3592

Most products can be ordered in ServerPac the month following their availability in CBPDO. z/OS can be ordered through CBPDO and ServerPac at general availability. Many products will also be orderable in a Product ServerPac without also having to order the z/OS operating system or subsystem.

Shopz and CFSW will determine the eligibility based on product requisite checking. For more details on the product ServerPac, go to the Help section on the Shopz website.

For additional information about the Product ServerPac option, see Software Announcement 212-272, dated July 31, 2012.

Production of software product orders will begin on the planned general availability date.
- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin four weeks after general availability.

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.

Agreement for Acquisition of Software Maintenance

The following agreement applies for Software Subscription and Support (Software Maintenance) and does not require customer signatures:

- IBM Agreement for Acquisition of Software Maintenance (Z125-6011)

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. 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. IBM
z Systems® Operational Support Services - SoftwareXcel is an option if you desire added services.

**License Information number**

<table>
<thead>
<tr>
<th>Product identifier</th>
<th>Product name</th>
<th>License ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>5655-FTE</td>
<td>IBM Financial Transaction Manager for ACH Services for z/OS</td>
<td>L-GCHW-APWQAD</td>
</tr>
</tbody>
</table>

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 on 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).

**Program technical support**

Technical support of a program product version or release will be available for a minimum of two 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 (by 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, through an 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.

For additional information on the IBM Software Support Lifecycle Policy, see the IBM Software Support Lifecycle Policy website.

**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 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

No

Software Subscription and Support applies

Yes. During the Software Subscription and Support period, for the unmodified portion of a program, and to the extent problems can be recreated in the specified operating environment, IBM will provide the following:

- Defect correction information, a restriction, or a bypass.
- Program updates: Periodic releases of collections of code corrections, fixes, functional enhancements and new versions and releases to the program and documentation.
- Technical assistance: A reasonable amount of remote assistance by telephone or electronically to address suspected program defects. Technical assistance is available from the IBM support center in the organization’s geography.

Additional details regarding Technical Assistance, which includes IBM contact information, are provided in 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.
- Failures caused by products for which IBM is not responsible under the IBM Agreement for Acquisition of Software Maintenance.

Software Subscription and Support is provided only if the program is within its support timeframe as specified in the Software Support Lifecycle policy for the program.

For operating system software, the revised IBM Operational Support Services - SoftwareXcel offering will provide support for those operating systems and associated products that are not available with the Software Subscription and Support (Software Maintenance) offering.

This will ensure total support coverage for your enterprise needs, including IBM and selected non-IBM products. For complete lists of products supported under both the current and revised offering, go to the Supported product list website.

IBM Operational Support Services - SoftwareXcel

No

Variable charges apply

No

Educational allowance available

Yes. A 15% education allowance applies to qualified education institution customers.

Multi-Version Measurement

Multi-Version Measurement (MVM) replaces the previously announced Migration Grace Period time limit of six months and allows unlimited time for clients to run...
more than one eligible version of a software program. Clients may run multiple versions of a program simultaneously for an unlimited duration during a program version upgrade. Clients may also choose to run multiple versions of a program simultaneously for an unlimited duration in a production environment. MVM does not extend support dates for programs withdrawn from service.

For more information about MVM, including requirements for qualification, see the MVM web page. For a list of eligible programs, see the IPLA Execution-Based web page.

**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.

**Prices**

Information on charges is available on the IBM Support Portal website. Choose the option entitled Purchase/upgrade tools.

**IBM Global Financing**

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or go to the IBM Global Financing website for more information.

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, permits accelerated implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Financing is available worldwide for credit-qualified customers.

**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.

**Trademarks**

IBM, z/OS, IBM z, Cognos, Passport Advantage, DB2, WebSphere, Db2 and IBM z Systems are registered trademarks of IBM Corporation in the United States, other countries, or both.

Oracle and Java are trademarks of Oracle and/or its affiliates in the United States, other countries, or both.

Microsoft and Windows are trademarks of Microsoft Corporation in the United States, other countries, or both.

Other company, product, and service names may be trademarks or service marks of others.

**Terms of use**

IBM products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. IBM reserves the right to modify or withdraw this announcement at any time without notice. This announcement is provided for your information only. Additional terms of use are located at

**Terms of use**

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

**IBM United States**