



IBM Connections Cloud, formerly IBM SmartCloud for Social Business, helps you adopt to the cloud more easily

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Overview

IBM® Connections Cloud, formerly IBM SmartCloud® for Social Business, provides one-click access to business-grade file sharing, social networking, communities, on-line meetings, instant messaging, email, and calendar. The power of IBM Connections Cloud is that it is designed to help companies collaborate and work with anyone inside or outside their company's firewall. You can purchase these capabilities in bundles or purchase individual services so you can adopt cloud in a way that matches your business needs.

New capabilities

- Audio-video in instant messaging
- IBM Connections Chat Cloud delivering instant messaging capabilities as a cloud service

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

Key prerequisites

Visit

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

Planned availability date

September 23, 2014: Electronic availability

September 23, 2014: Media availability

Description

IBM Connections Cloud, formerly IBM SmartCloud for Social Business, provides collaboration and messaging capabilities in an intuitive set of cloud-delivered services. With IBM Connections Cloud, companies benefit from essential and effective collaboration tools that help simplify and improve daily business interactions between customers, partners, and colleagues. The power of IBM

Connections Cloud is that it is designed to give companies the ability to collaborate and work with others inside and outside the firewall.

New naming

IBM is unifying naming for its cloud collaboration and messaging offerings as IBM Connections Cloud to help streamline the offering structure and help customers select and adopt cloud offerings more effectively. The new names apply to collaboration offerings, from stand-alone services to integrated bundles, which provide the latest feature capabilities and guaranteed uptime within a security-rich environment. These changes do not impact entitlements or existing offering parts.

Former name	New name
IBM SmartCloud Engage Advanced	IBM Connections Cloud S1
IBM SmartCloud Engage Standard	IBM Connections Cloud S2
IBM SmartCloud iNotes®	IBM Web Mail Cloud
IBM SmartCloud Archive Essentials	IBM Connections Archive Essentials Cloud
IBM SmartCloud Connections	IBM Connections Social Cloud
IBM SmartCloud Docs	IBM Connections Docs Cloud
IBM SmartCloud Meetings	IBM Connections Meetings Cloud
IBM Audio Services for SmartCloud Meetings	IBM Connections Meeting Audio Cloud

The IBM Connections Cloud family of offerings provide email and archiving, file storage and sharing, instant messaging, and business social networking capabilities designed to help find and collaborate with business contacts, help enhance activities for task management, share knowledge in communities, and participate in on-demand web meetings.

These offerings are available for purchase by Authorized User, enabling businesses to purchase what they need and adapt to changing business needs.

New capabilities

- Audio-video chat, a new capability for audio-video calls in instant messaging, is designed to help subscribers collaborate more effectively in real time.
- IBM Connections Chat Cloud, a new offering, delivers instant messaging as a stand-alone service accessible across browsers, embedded and stand-alone clients, and mobile clients. This offering delivers real-time communications with individuals and groups, and now has the ability to collaborate more deeply with embedded audio and video, shows availability and presence for contacts, and supports creation of custom groups. This offering is available as stand-alone for Authorized Users, giving you a flexible path to adopt this service in the cloud.

In Japan, the product and sub-product names are IBM SmarterCloud for Social Business, IBM SmarterCloud Engage, IBM SmarterCloud Connections, IBM SmarterCloud Notes®, IBM SmarterCloud iNotes, IBM SmarterCloud Meetings, IBM SmarterCloud Events, and IBM Audio Conferencing Services for SmarterCloud Meetings. These are now renamed to IBM Connections Cloud.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via the IBM website

http://www.ibm.com/able/product_accessibility/index.html

Program number

Program number	VRM	Program name
5725-F82	1.0.0	IBM Connections Cloud

Publications

No publications are shipped with this product.

The IBM Publications Centre

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalogue of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available on-line in various file formats, and they can all be downloaded by all countries.

Ordering information

Product information

Licensed function title	Product group	Product category
IBM Connections Chat on Cloud	SmartCloud Social Business	SmartCloud Meetings
IBM SmartCloud Archive Essentials	SmartCloud Social Business	SmartCloud Notes
IBM SmartCloud Connections	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Connections Step Up	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Docs	SmartCloud Social Business	SmartCloud Notes
IBM SmartCloud Engage Advanced	SmartCloud Social Business	SmartCloud Engage
IBM SmartCloud Engage Advanced Step-up	SmartCloud Social Business	SmartCloud Engage
IBM SmartCloud Engage Standard for Enterprise Deployment	SmartCloud Social Business	SmartCloud Engage
IBM SmartCloud Engage Standard for Enterprise Deployment Step Up	SmartCloud Social Business	SmartCloud Engage
IBM SmartCloud Meetings for Enterprise Deployment	SmartCloud Social Business	SmartCloud Meetings
IBM SmartCloud Premier Support Add-on	SmartCloud Social Business	SmartCloud Meetings
IBM SmartCloud iNotes	SmartCloud Social Business	SmartCloud iNotes
SmartCloud Meetings Audio Add-on Voice over IP	SmartCloud Social Business	SmartCloud Meetings

Orders may be placed by calling ibm.com®, Americas at **1-800-IBM-CALL (426-2255)**.

Program name	PID number	Charge unit description
IBM Connections Chat on Cloud	5725-F82	Per Authorized User
IBM SmartCloud Archive Essentials	5725-F82	Per Authorized User
IBM SmartCloud Connections	5725-F82	Per Authorized User
IBM SmartCloud Connections Step Up	5725-F82	Per Authorized User
IBM SmartCloud Docs	5725-F82	Per Authorized User
IBM SmartCloud Engage Advanced	5725-F82	Per Authorized User
IBM SmartCloud Engage Advanced Step-up	5725-F82	Per Authorized User
IBM SmartCloud Engage Standard for Enterprise Deployment	5725-F82	Per Authorized User
IBM SmartCloud Engage Standard for Enterprise Deployment Step Up	5725-F82	Per Authorized User
IBM SmartCloud Meetings for Enterprise Deployment	5725-F82	Per Authorized User
IBM SmartCloud Premier Support Add-on	5725-F82	Per 1 Authorized User, 1 Contact
IBM SmartCloud iNotes	5725-F82	Per Authorized User
SmartCloud Meetings Audio Add-on Voice over IP	5725-F82	Per Minute

Charge metrics definitions

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 accessing 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.

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.

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.

Program licenses

IBM Connections Cloud

Part description	Part number
IBM SmartCloud Docs	
IBM Connections Docs Cloud	D0QBMLL

Authorized User Overage	
IBM Connections Docs Cloud	D0QBKLL
Authorized User per Month	
IBM Connections Docs Cloud Daily	D0QBLLL
Fee for Partial Month	

IBM Connections Cloud

Part description	Part number
IBM SmartCloud Archive Essentials	
IBM Connections Archive Essentials Cloud AU Daily Fee per Partial Month	D0PRJLL
IBM Connections Archive Essentials Cloud AU Service Level Agreement	D0PRLLL
IBM Connections Archive Essentials Cloud Auth User per Month	D0PRILL
IBM Connections Archive Essentials Cloud Authorized User Overage	D0PRKLL

IBM Connections Cloud

Part description	Part number
IBM SmartCloud Premier Support Add-on	
IBM Connections Cloud Advanced Support Auth User per Month	D11W1LL
IBM Connections Cloud Advanced Support Auth User Daily Fee for Partial Month	D11W2LL
IBM Connections Cloud Advanced Support Authorized User Overage	D11W3LL

IBM Connections Cloud

Part description	Part number
IBM SmartCloud Engage Standard for Enterprise Deployment	
IBM Connections Cloud S2 for Enterprise Deployment Auth User Overage	D0NPWLL
IBM Connections Cloud S2 for Enterprise Deployment Auth User per Month	D0NPULL
IBM Connections Cloud S2 for Enterprise Deployment AU Daily Fee Partial Mo	D0NPVLL

IBM Connections Cloud

Part description	Part number
IBM SmartCloud Engage Standard for Enterprise Deployment Step Up	
IBM Connections Cloud S2 for Enterprise Deploy Step Up AU Daily Fee Part Mo	D0NPYLL
IBM Connections Cloud S2 for Enterprise Deployment Step Up Auth User Month	D0NPXLL
IBM Connections Cloud S2 for Enterprise Deployment Step Up Auth User Overage	D179JLL

IBM Connections Cloud

Part description	Part number
IBM SmartCloud Engage Advanced Step-up	
IBM Connections Cloud S1 Step Up Authorized User Daily Fee Partial Month	D0NQ9LL
IBM Connections Cloud S1 Step Up Authorized User Overage	D0NQALL
IBM Connections Cloud S1 Step Up Authorized User per Month	D0NQ8LL

IBM Connections Cloud

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

IBM Connections Cloud

Part description	Part number
IBM SmartCloud Connections Step Up	
IBM Connections Social Cloud Step Up Auth User Daily Fee Partial Month	D0NR6LL
IBM Connections Social Cloud Step Up Authorized User Overage	D0NZRLL
IBM Connections Social Cloud Step Up Authorized User per Month	D0NR5LL

IBM Connections Cloud

Part description	Part number
IBM SmartCloud Engage Advanced	
IBM Connections Cloud S1 Authorized User Daily Fee Partial Month	D0NQCLL
IBM Connections Cloud S1 Authorized User Overage	D0NQDLL
IBM Connections Cloud S1 Authorized User per Month	D0NQBLL

IBM Connections Cloud

Part description	Part number
IBM SmartCloud Meetings for Enterprise Deployment	
IBM Connections Meetings Cloud Ent Deploy Step Up AU Daily Fee Partial Mo	D0NRSLL
IBM Connections Meetings Cloud for Enterprise Deployment Step Up AU Month	D0NRRLL
IBM Connections Meetings Cloud for Enterprise Deployment Step Up AU Overage	D0NZSLL

IBM Connections Cloud

Part description	Part number
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IBM Connections Chat on Cloud	
IBM Connections Chat Cloud	D17ALLL
Authorized User Overage	
IBM Connections Chat Cloud	D17AJLL
Authorized User per Month Sub	
w/Spt	
IBM Connections Chat Cloud Daily	D17AKLL
Fee for Partial Month	

IBM Connections Cloud

Part description	Part number
IBM SmartCloud iNotes	
IBM Web Mail Cloud Per	D0NR2LL
Authorized User Daily Fee	
Partial Month Charge	
IBM Web Mail Cloud Per	D0NR3LL
Authorized User Overage	
IBM Web Mail Cloud Per	D0NR1LL
Authorized User per Month	

IBM Connections Cloud

Part description	Part number
SmartCloud Meetings Audio Add-on	
Voice over IP	
IBM Audio Cnfrng Srvs Cnctns	D0YFMLL
Mtgs Cloud Voice over IP Daily	
Fee Partl Mo	
IBM Audio Cnfrng Srvs Cnctns	D0YFNLL
Mtgs Cloud Voice over IP Minute	
Overage	
IBM Audio Cnfrng Srvs Cnctns	D0YFLLL
Mtgs Cloud Voice over Minute per	
Month	

Terms and conditions

The terms and conditions for IBM SmartCloud for Social Business as previously announced in Software Announcement [A13-1005](#), dated November 05, 2013, are unchanged.

IBM Electronic Services

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

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 centre 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.

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The charges are unchanged by this announcement.

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