IBM Water Operations for Waternamics on Cloud helps enable water operators improve efficiency and deliver better services

At a glance

IBM® Water Operations for Waternamics on Cloud provides both public sector and commercial water operations with intelligence into their assets and operations to help improve business value by leveraging advanced analytics and optimization. Water Operations for Waternamics on Cloud can help:

- Lower business risks by making water, waste water, and district heating operations proactive rather than reactive.
- Enhance quality of service to help improve customer satisfaction.
- Improve operational efficiency.
- Reduce capital expenditures.
- Increase revenue by increasing billed services and potentially support new revenue streams.
- Minimize commercial water losses as well as regulatory penalties.
- Minimize impacts on the environment by supporting water conservation, addressing sewer blockages and overflows, and optimizing treatment processes.
- Encourage sustainable behaviors.

Overview

Water operators face challenging situations because of aging infrastructures, shrinking budgets, declining resources (in quantity and quality), and increasing customer expectations and regulatory requirements. To act effectively, they must consider all segments of the water cycle and intervene where the most compelling impact exists. They must be able to handle the massive volumes of data generated by the existing operation and supervision systems and produce, in near real time, the requested performance indicators, insights, advice, and calls to action.

To successfully address these challenges, water utilities and water organizations must drastically change their approach to water management. In particular, they must:

- Consider the interactions among the various departments in the water management organization, rather than addressing each of them in an isolated manner.
• Make use of the huge amounts of structured and unstructured data generated by sensors, social media, metering infrastructures, and business applications, as well as break down the borders of compartmentalized IT systems.
• Move from classical (and expensive) brick-and-mortar approaches to innovative solutions that use advanced analytics and cognitive solutions to leverage the content of disparate data streams.

Developed by IBM in association with Veolia, Water Operations for Waternamics on Cloud delivers a comprehensive solution to the challenges faced in cities, utilities, and commercial enterprises of all sizes by helping operators make sense of the deluge of data they must cope with. It mines data for insights to help drive efficiencies, reduce costs, support better decision making, and improve customer service.

Water Operations for Waternamics on Cloud is designed to help:
• Deliver near real-time situational awareness of the operating environment, including water infrastructure, water resources, waste water, and district heating related data.
• Reduce costs of operations and maintenance.
• Minimize capital expenses by, for example, increasing the life span of assets and maximizing capacity.
• Improve customer service by supporting call centers, field services, and online services.
• Facilitate regulatory compliance by supporting the monitoring of relevant key performance indicators (KPIs), triggering necessary actions, and optimizing technical processes.
• Reduce customers' operational risk profiles.
• Empower and motivate workers by providing access to powerful tools and tailored information at their point of impact.
• Minimize impacts on the environment by supporting water conservation and optimizing treatment processes.
• Innovate water management practices and processes to enable new, potential revenue streams.

**Key prerequisites**

Water Operations for Waternamics on Cloud requires a workstation and an internet browser as specified in the **Technical information** section.

**Planned availability date**

September 7, 2017

Refer to the **Availability of national languages** section for national language availability.

**Description**

**Product capabilities**

Water operators face increasing challenges and must consider all segments of the water cycle and act where the most compelling impact exists. This, in turn, requires the handling of massive volumes of data and the use of tools to generate, in real time, the requested performance indicators, insights, advice, and calls to action.

Water Operations for Waternamics on Cloud is designed with integrated water resources, water supply, and waste water operations in mind. For example, it can help enable water operators to reduce water losses, minimize network disruptions, make more informed decisions, and drive holistic leak management. It delivers
insights into the infrastructure, assets, and operations of both public and private
water and waste water organizations while also serving as a powerful platform that
can help deliver situational awareness across disparate systems at the regional,
national, and even global level.

Water Operations for Waternamics on Cloud is a flexible and modular solution that
starts with a base platform that provides entry-level situational awareness of your
infrastructure and can be extended, in steps, with more advanced capabilities, such
as monitoring and dashboarding, analysis and insight-generation systems, and
optimization capabilities as well as collaboration and workflow support tools. All this
can be accomplished according to your pace and needs. The offering is designed to
be an open solution able to leverage your existing IT tools and data repositories.

Water Operations for Waternamics on Cloud is designed to help improve value based
on the specific roles and needs of different users and stakeholders in the water
management organization by providing the following capabilities:

• **Situational awareness:** The offering provides an integrated and near real-time
picture of the considered environment and systems based on the integration
of multiple data sources and presentation of the related information in a form
tailored to user requirements. Situational awareness capabilities provide
contextualized information, enable information-based decision making, and
facilitate proactive responses. Situational awareness can cover water production,
distribution, and consumption as well as waste water and runoff collection, waste
water treatment, district heating systems, and the status of water resources.

• **Network efficiency:** The offering helps leverage water flow and pressure data
collected by the operator to detect potential leakage. This provides the water
manager with detailed information to help enable more informed decisions.

• **Customer services:** Water Operations for Waternamics on Cloud targets the
improvement of customer service quality and customer loyalty. This includes
customer portals to enable direct interaction between the water utility and its
customers as well as improved situational awareness of call center agent.

• **Work optimization:** Contextual information can be provided to field staff at
their point of work, enabling them to provide better informed services. Workflow
support and standard operating procedures help capture the know-how of skilled
workers and facilitate the empowerment of less experienced employees. By
using a services engagement to integrate the offering with an asset management
system, Water Operations for Waternamics on Cloud may help contribute to
a unified view of the network to help monitor and manage the assets and
maintenance work.

• **Compliance and regulatory monitoring and reporting:** Legislative and
environmental constraints increase the complexity of water management and
are often linked with financial penalties and incentives. It is, therefore, of high
importance for water managers to be informed about their key performance
indicator (KPI) status and to be able to react in a timely manner. This group of
capabilities aims at providing monitoring functions, related dashboards, and KPIs
with data aggregated at the level required by the decision makers.

• **Waste water management:** Water Operations for Waternamics on Cloud
provides asset categories to help enable operators to manage and work with
the many and varied infrastructures encountered in waste water and storm
water networks, including sewers and manholes of course, but also such related
assets as pumping stations, storage tanks, overflow structures, gullies, and
soakaways. Disruptions of the waste water collection and treatment systems can
be monitored by the system and alerts raised for such conditions as overflows
and odors. Execution of work orders related to the waste water system can be
monitored and tracked. These can include inspection-related work orders or
preventive and curative sewer cleaning work orders. Specific KPIs are available
to help waste water operators monitor the system under their responsibility and
facilitate related reporting activities. Various analysis and drill-down capabilities
can help the waste water network operator to perform root-cause analyses
of disruptive events as well as assess the impact of curative and preventive
maintenance actions that have been performed.

• **District heating:** The district heating capability available in Water Operations
for Waternamics on Cloud is designed to help manage and maintain the delivery
of heat generated in a central location to customers using a network of assets and insulated pipes. Water Operations for Waternamics on Cloud provides an integrated picture of the infrastructures and network elements in the district heating system.

**User types**

Water Operations for Waternamics on Cloud is available in configurations designed to accommodate various ranges of user needs.

**Standard Users** are entitled to access the Water Operations for Waternamics on Cloud base functions and administrative and configuration functions. These functions can be accessed directly through the main console interface or indirectly through application programming interfaces (APIs) using an alternative IBM-supplied interface or one supplied by a third-party provider.

The base functions allow standard users to:

- Visualize assets and events related to the water, wastewater, and district heating domains through a map-based interface provided by the Water Operations for Waternamics console.
- Access detailed information about assets as collected and aggregated from different data sources.
- Create and manipulate instances of assets related to these business domains.
- Observe assets in the context of geospatial information, such as background maps and earth observations. This capability requires integration with a geographic imaging system (GIS) application, which must be obtained separately.
- Use filters and layering mechanisms to visualize and display the requested information in a map or tabular view.
- View KPIs and reports that provide a synthesized view of the observed system.
- Execute standard operating procedures designed to help automate standard responses to specific events, situations, or conditions.
- Facilitate work and maintenance management by creating and manipulating related objects, such as service requests and work orders.
- Create "at-a-glance" summaries of the alerts, events, and situations of the covered water systems.
- Raise events based on thresholds on the data that is processed by the service.
- Run analytics modules that are part of, or external to, the service.
- Have full API access (read-write) to the APIs provided by Water Operations for Waternamics on Cloud, using either IBM-developed or third-party-developed applications.

Administrative and configuration functions can also be assigned to specific Standard Users.

- Specify access privileges to the application, such as the ability to create groups, assigning visualization rights, and assigning data access rights.
- Configure the visualization aspects of the solution, such as layers, pages, and background maps.
- Create new data sources or update existing data sources.
- Create and configure KPIs using calculation and threshold mechanisms, as well as creating related dashboards.
- Adapt the standard semantic data model to specific needs, such as defining new asset categories or updating existing categories, creating attributes, and creating relationships.
- Create and manage tenants.

**Mobile Users** are entitled to access the Water Operations for Waternamics on Cloud base functions through an HTML5 interface or indirectly through the Water Operations for Waternamics on Cloud APIs using an alternative IBM-supplied interface.
interface or one supplied by a third-party provider. An alternative application can be, for example, a web browser or native application for a tablet or smartphone.

Mobile User is especially designed to give users access to a subset of Standard User capabilities through their mobile devices.

- Visualize assets and events related to water, wastewater, or district heating domains in a layout adapted to the device being used.
- Create and manipulate instances of assets.
- Observe assets in the context of geospatial information, such as background maps and earth observations. This capability requires integration with a GIS application, which must be obtained separately.
- Use filters and layering mechanisms to visualize and display the requested information in a map or tabular view.
- Start, stop, or skip standard operating procedure steps and add comments or references to a step in an active standard operating procedure.
- Have full API access (read-write) to the APIs provided by Water Operations for Waternamics on Cloud, whether IBM-developed or third-party-developed applications.

A client must obtain at least one Standard User entitlement as a prerequisite to obtaining Mobile User entitlements.

**Consumer Users** are those who interact with Water Operations for Waternamics on Cloud only indirectly and who are outside the client’s enterprise. For example, Consumer Users may be customers who report a problem outage through a website or who provide an observation or complaint. They can submit a service request and view the status of their request, but do not have access to the functions available to a Standard User. Consumer User input, in turn, is collected, analyzed, and correlated by Water Operations for Waternamics on Cloud to generate a meaningful output or insight.

A client must obtain at least one Standard User entitlement as a prerequisite to obtaining Consumer User entitlements.

**Express Users** are entitled to access the Water Operations for Waternamics on Cloud base functions for Standard Users through the main console interface or indirectly through the Water Operations for Waternamics on Cloud API but exclusively in read-only form. Access through the API can be ensured by an alternative application provided by IBM or a third-party provider. This alternative application can be, for example, a browser-based application, a desktop application, or a native mobile application for a tablet or smartphone.

Express User is especially designed for users engaging Water Operations for Waternamics as a complementary information system in the context of their main activity. A call center agent, for example, can be an Express User to help easily integrate contextual information on a case being handled with a customer relationship management (CRM) system. A manager can be an Express User to obtain access to management dashboards and synthetic KPIs.

A client must obtain at least one Standard User entitlement as a prerequisite to obtaining Express User entitlements.

An Express User has access to the read-only APIs provided by Water Operations for Waternamics on Cloud.

Your IBM representative can provide further details on the product capabilities for each of these user types.

**Supplemental components**

These components extend the capabilities of Water Operations for Waternamics. Clients must obtain at least one Water Operations for Waternamics on Cloud Standard User entitlement as a prerequisite to obtaining entitlements to these components.
The Managed Object component enables you to manage, manipulate, and visualize business objects of the water domain in Water Operations for Waternamics on Cloud. Managed Objects are tangible objects, meaning physical things, that are of importance to the business, such as pipes, pumps, sensors, manholes, maintenance vehicles, and so on. Optionally, the Managed Object component allows you to take actions against a tangible object that has been individually identified to it.

Intangible items, such as reports and permits, as well as persons (employees, customers), even when associated with a tangible object, are not considered to be managed objects.

The definition of business objects that are considered to be managed objects is based on the Water Operations for Waternamics on Cloud reference data model. Objects not included in the reference data model, but which need to be considered as managed objects for a specific client, may be designated as managed objects in a transaction document for the client.

The Flow Integration Add-On enables the standardized ingestion of external data from other sources external to Water Operations for Waternamics on Cloud, such as sensors and IT systems, that are related to assets, alerts, readings, work orders, and service orders.

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 website.

Product positioning

Water Operations for Waternamics on Cloud is designed to help water utilities, water management organizations, and other enterprises that rely on water to operate more effectively and efficiently.

It offers a solution designed to help such organizations integrate information from disparate, instrumented systems to create an intelligent, interconnected environment that encourages collaboration, enhances efficiencies, and fosters effective decision making. In this sense, Water Operations for Waternamics on Cloud is not intended to replace operational systems in place, but is instead designed to serve as an integrative component capable of leveraging the potential of all these pre-existing systems and to enrich their capabilities with additional external (conventional and nonconventional) data sources. The solution can also facilitate seamless cross-departmental and cross-organizational integration.

Availability of national languages

Translation information, if available, can be found at the Translation Reports website.

Program number

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<td>Cloud Service</td>
<td>IBM Water Operations for Waternamics on Cloud</td>
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Education support

The IBM Software Training team offers a separate portfolio of education services to help customers and IBM Business Partners successfully deploy IBM offerings. It works closely with product developers and services organizations to ensure that
the courses we offer provide the most up-to-the-minute technical and product information.

IBM Software Training provides training for the entire IBM software portfolio that spans the spectrum of skills needed from introductory product overviews to advanced offerings. Hands-on labs let you work with fully functional versions of the software to round out your training experience. Several training options are available. They include instructor-led, classroom offerings, virtual (online) classes, and self-paced training that lets you train from your office.

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(R) and Passport Advantage Express(R) website.

**Publications**

For product information, see the IBM Water Operations for Waternamics documentation website beginning on the general availability date.

**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. 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**

Water Operations for Waternamics requires an internet connection and a workstation capable of supporting your browser of choice as specified in the Software requirements section.

**Software requirements**

Water Operations for Waternamics on Cloud requires one of the following browsers at the level specified with fix packs applied. For all browsers, the Adobe Acrobat PDF Plugin is required for printing maps, views, and reports.

- Apple Safari 8.0
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.

Planning information

Packaging
This offering is accessed through the internet. There is no physical or electronic media.

Security, auditability, and control
Water Operations for Waternamics on Cloud uses the security and auditability features of the cloud service host and the workstation operating system and browser.

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.

Product group: Water Operations for Waternamics on Cloud

Product: IBM Water Operations for Waternamics on Cloud (5900-A0V)

Product category: Internet of Things

Passport Advantage

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**Charge metric**

The charge metrics for IBM Water Operations for Waternamics on Cloud (5900-A0V) are component specific.

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<tr>
<td>IBM Water Operations for Waternamics on Cloud Flow Integration Add-On</td>
<td>Thousand Items</td>
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**Authorized User**

Authorized User is a unit of measure by which the Cloud Service can be obtained. Client must obtain separate, dedicated entitlements for each unique Authorized User given access to the Cloud Service in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means. Sufficient entitlements must be obtained to cover the number of Authorized Users given access to the Cloud Service during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.

**Concurrent User**

Concurrent User is a unit of measure by which the Cloud Service can be obtained. A Concurrent User is a person who is accessing the Cloud Service at any particular point in time. Regardless of whether the person is simultaneously accessing the Cloud Service multiple times, the person counts only as a single Concurrent User. Client must obtain entitlements for the maximum number of Concurrent Users simultaneously accessing the Cloud Service in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) through any means during the measurement period specified in Client's PoE or Transaction Document.

**Thousand Eligible Participants**

Thousand Eligible Participants is a unit of measure by which the Cloud Service can be obtained. Each individual or entity eligible to participate in any service
delivery program managed or tracked by the Cloud Service is an Eligible Participant. Sufficient entitlements must be obtained to cover all Eligible Participants, rounded up to the nearest one Thousand, managed or tracked within the Cloud Service during the measurement period specified in Client's PoE or Transaction Document.

**Thousand Items**

Thousand Items is a unit of measure by which the Cloud Service can be obtained. An Item is an occurrence of a specific item that is processed by, managed by, or related to the use of the Cloud Service. Sufficient entitlements must be obtained to cover every Item processed by, managed by, or related to the use of the Cloud Service, rounded up to the next one Thousand, during the measurement period specified in Client's PoE or Transaction Document.

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**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 for the acquisition of Cloud Services from IBM consist of either the IBM Cloud Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use -- General Terms for Cloud Offerings and the applicable offering Service Description.

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**Technical support**

Technical support is provided for Cloud Services and enabling software, as applicable, during the subscription period. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the Cloud Service, as applicable, and therefore governed by the applicable agreement as defined in Client's quote or transaction document. Technical support is included with the Cloud Service and is not available as a separate offering.

Additional technical support information for this Cloud Service offering may be found in the IBM Support Handbook or in service-specific documentation.

**Terms of use**

Cloud Service offering-specific terms are available on the Cloud Service terms website.

**Limited warranty**

Refer to the warranty defined in the applicable agreement governing Client’s acquisition for this offering.

**Money-back guarantee**

No

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, information is available on the Passport Advantage and Passport Advantage Express website.
Software Subscription and Support applies
No

IBM Operational Support Services - SoftwareXcel
No

Other support
IBM Client Success Portal

Variable charges apply
No

Educational allowance available
Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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Prices

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