IBM®

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Doing Business with IBM in Asia Pacific
What Vivisimo customers need to know

Overview

On 24 May 2012 IBM acquired Vivisimo, a recognized leader in federated discovery and navigation software for big data.

Effective 1 January 2013, Vivisimo business systems and processes related to the acquisition of Vivisimo products and maintenance renewals will be fully integrated with IBM.

The following "Doing Business with IBM" guide describes changes to expect and actions needed to maximize the benefits of your relationship with IBM. It will also ensure a smooth transition to IBM's business systems and processes. Most of your contacts in sales, service delivery, support and education will remain the same.

Vivisimo has identified you as the Primary Contact for your company. As part of the transition into IBM, Vivisimo has endeavored to contact you to verify you are the correct Primary Contact and to also confirm and/or gather contact information for your Technical and Billing contacts. Because you are the Primary Contact, you are receiving this communication.

As a customer of IBM, you will continue to have access to Vivisimo offerings, now under the IBM brand, as well as the extensive IBM portfolio of software solutions and services offerings, while enjoying the high-quality, responsive service you have come to expect from both Vivisimo and IBM.

We anticipate that you and your organization will experience a smooth transition to IBM over the next several months. During this process, the IBM team and your IBM Vivisimo representatives are available to answer any questions and to address your ongoing software support and service needs.
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IBM Welcome Letter and other communications

Please watch for these very important IBM communications, which you will receive in the upcoming months as your Vivisimo entitlements are loaded into IBM systems.

Welcome to IBM letter, which includes:
- IBM customer number
- Software site
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Table of Contents – Changes to Expect and Actions To Take

Important actions for Vivisimo customers

Create an IBM profile

Why it's important

- With an IBM profile, you can view, update or add personal contact details, job title or registration settings
- Please note there may be a delay of up to 15 minutes before you will be able to use your new IBM ID.
- Create or update your IBM profile here:

    https://www.ibm.com/account/profile/us?

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Create an IBM registration

Why it's important

- Your IBM registration ID, also known as a Web ID, is your single point of access to IBM Web applications, such as Passport Advantage, which will allow you to manage your current licensed software.
- You need just one IBM ID and one password to access any IBM registration-based application.
- Create or update your IBM registration here**:**

    https://www.ibm.com/account/profile/us?page=reg

Note: If you were an IBM customer prior to the acquisition of Vivisimo you may already have an IBM registration ID. Using the link above, ensure the information on file with IBM is accurate.

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FAQ

https://www.ibm.com/account/profile/us?page=faqhelp#13

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Registration helpdesk

https://www.ibm.com/account/profile/us?page=helpdesk

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Accounts Payable and Purchasing

Effective 1 January 2013, Vivisimo processes will migrate to IBM. You will use common processes to acquire software products and services from IBM.

The quotes and invoices you receive will change in format after 1 January 2013 and they will be issued from an IBM location. Your remit-to address may change, and in certain countries, also the transaction currency that you are using today. Please check the following items on your internal vendor records:

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Table of changes for Accounts Payable and Purchasing

What is changing	Description
Vendor name	Vendor name will change from Vivisimo, an IBM Company to the applicable local/regional IBM operation covering your location (the term "Vendor" below represents the applicable IBM entity).
Vendor remit-to address	Vendor remit-to addresses for cheques, wire transfers and overnight payments will change after 1 January 2013. The new details will appear on your invoices issued from IBM after 1 January 2013. Invoices issued from Vivisimo that are paid after 1 January 2013 should still be made payable to Vivisimo, an IBM Company and remitted per the instructions on the Vivisimo invoice.
Vendor standard payment terms	In most countries, Vendor standard payment terms of "due upon receipt" may be applicable. You can find this information on either your invoice or quote.
Currency	In some countries, the currencies used by Vivisimo are different than those used by IBM, thus you may be transacting in a different currency with IBM. Refer to the currency table at the end of this document.
Language	In some countries, the correspondence you will receive from IBM may be in the local language.
Customer number	Effective 1 January 2013, Vivisimo customers will be assigned IBM customer numbers (ICNs) and a Software Site Number. Over the upcoming months, you will receive your ICN and Software Site Number in a welcome letter from IBM. Please note that your ICN will be used on all order-related communications.

Purchase documentation	Correspondence related to new purchases will be sent to the contact(s) listed in your IBM profile associated with your ICN unless specified otherwise in your order.
Part number and product description	New part numbers and product descriptions for the IBM Vivisimo portfolio will replace the existing Vivisimo product descriptions. These new part numbers and descriptions will appear on quotes and invoices you receive from IBM.
Document format	The format of documents (quotes, services statements of work, invoices, etc.) you receive will change based on the local/regional IBM operation covering your location.
PO requirement	If your company requires issuing a purchase order to facilitate payment for any goods or services, IBM may require a new purchase order. Contact your Vivisimo representative with any questions.
New Licensing Process	IBM Vivisimo offerings are governed by License Agreements which can be found here: http://www-03.ibm.com/software/sla/sladb.nsf/search/. For new purchases of software which contains license keys, the license key will be located with the software on the download site. Access instructions to the Software Download Site will be contained in the separate Welcome to IBM letter. If you have concerns, please contact IBM Vivisimo support at: https://vivisimo.com/support/contact-support/.
Tax Liability	IBM's prices do not include indirect tax such as VAT/GST or Business Tax or surcharge. Where applicable the IBM company that does business in your country will, in addition, charge a VAT/GST or Business Tax or surcharge at the required rate. The IBM company that does business in your country will issue the relevant invoice containing the indirect tax.

Software Support

The Vivisimo support teams will continue to provide responsive service to address your support needs. Existing Vivisimo support offerings and systems will continue to be supported after 1 January 2013. The integration of the Vivisimo support infrastructure into IBM is ongoing and scheduled to complete in April 2013. Separate communication of support related changes will be sent to your organization's Site Technical Contact as they are implemented.

Visit the IBM Vivisimo Support Customer Communication reference site to stay up to date with the latest technical support integration process: http://bit.ly/VivisimoSupport.

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What does not change on 1 January 2013:

- Support is provided per your existing Vivisimo support agreements.
- The existing Vivisimo support team will continue to be your single point of contact for all support.
- IBM Vivisimo support is accessed through existing channels. Continue to use your Vivisimo Customer Number and Support ID to access until further notice.
- Vivisimo support cases continue to be logged through the Vivisimo customer support portal at https://support.vivisimo.com/self-service/ or by contacting Vivisimo support at https://vivisimo.com/support/contact-support/.
- Vivisimo patches are made available by the support team for the customer's specific environment and will continue to be available by contacting support as specified above.

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Software Subscription and Support

Vivisimo Renewals will be integrated into the IBM Subscription and Support program in a phased approach. Your IBM Subscription and Support renewals will be determined by the date your Vivisimo Renewals support contract expires.

The following outlines the key dates associated with the transition from the Vivisimo Renewals process you have used in the past to the IBM Subscription and Support renewals that will be used in the future to renew your support.

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Renewal date before 1 January 2013

You should have received a quote from your Vivisimo Renewals representative and you should have proceeded with confirming your renewal by 31 December 2012 to avoid disruption in service. If you have not yet received a quote, please contact your Vivisimo Renewals representative today.

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Renewal date after 31

An IBM Subscription and Support renewal quote will be generated from IBM systems and provided to you by your IBM Vivisimo Renewal

December 2012	representative. This quote will be subject to standard IBM terms and conditions.

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Customers who were offered and accepted a Pull Ahead offer by 31 December 2012	You will receive your Vivisimo invoice before 1 January 2013 and are expected to pay by the date on the Vivisimo invoice and agree to payment terms.

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IBM Passport Advantage	In the future, after 1 January 2013, IBM Subscription and Support renewals will transition to IBM's Passport Advantage program. Upon your first renewal with IBM you will receive a notice to renew your IBM Subscription and Support renewals under the IBM Passport Advantage program. Notices will be generated from IBM systems and will be provided to you by your IBM Vivisimo Renewals representative.

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Passport Advantage and Passport Advantage Express	As a customer of IBM, you will begin to see references to Passport Advantage (http://www-01.ibm.com/software/lotus/passportadvantage/aboutpassport.html) and Passport Advantage Express (http://www-01.ibm.com/software/lotus/passportadvantage/aboutexpress.html). Passport Advantage and Passport Advantage Express are comprehensive IBM offerings for new software licenses and Software Subscription and Support (product upgrades and technical support) under a single, common set of agreements, processes and tools. As an example, Passport Advantage Online is a web tool that helps you manage your licensed software, buy new licenses, renew subscriptions, download entitled software and more.

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Professional Services and Education	Vivisimo Professional Services and Education will continue to operate within the IBM Software Group. Vivisimo Professional Services and Education is also working to enable additional resources across IBM to grow the Vivisimo team of experts worldwide.

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Changes in Professional and Education Services as of 1 January 2013	- IBM Vivisimo training, certification, course search and registration information are available at: http://www.ibm.com/software/data/education/vivisimo.html. - To register for an IBM Vivisimo course in the IBM online registration system you will need your new IBM Customer Number (ICN). You will receive your ICN in a separate communication. Until you receive your ICN, IBM training representatives will be available to provide you with your ICN number. - Vivisimo courses will continue to be delivered by Vivisimo

- authorized instructors.
- Prepaid training will be honored by IBM until its expiration date. Vivisimo discount programs will be migrated to IBM discount programs.
- Students enrolling in 2012 for courses taking place prior to 1 January 2013 will receive a course enrollment confirmation from Vivisimo systems. IBM will generate a similar course enrolment confirmation from IBM systems for courses offered after 1 January 2013. No action is required from the student.

For further information or inquires, please contact your Vivisimo professional services or training representative.

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Privacy

As part of the acquisition, personal information may be transferred from Vivisimo to IBM. IBM's privacy policy may be viewed online at
http://www.ibm.com/privacy

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Asia Pacific Currency Table - Licence & SaaS

Currency	Country
AUD	Australia, Cocos Islands, Christmas Island, Norfolk Island, Papua New Guinea, Solomon Islands, Western Samoa
NZD	New Zealand, Cook Islands, Fiji, Niue, Tokelau
KRW	Korea
CNY	China
INR	India
USD or SGD	Singapore
USD	Bangladesh, Bhutan, Brunei, Cambodia, Hong Kong, Indonesia, Laos, Sri Lanka, Myanmar, Mongolia, Macao, Maldives, Malaysia, Nepal, Philippines, Taiwan, Thailand, Vietnam

* Note: Services are usually provided in local currency

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