IBM®

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

Overview

IBM recently acquired Algorithmics a provider of leading financial risk solutions. Beginning 1 October 2012 Algorithmics' business will be conducted by 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.

Algorithmics has identified you as the Primary Contact for your company. As part of the transition into IBM, Algorithmics 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 Algorithmics 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 Algorithmics 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 Algorithmics representatives are available to answer any questions and to address your ongoing software support and service needs.
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Please watch for these very important IBM communications, which you will receive in the upcoming months as your Algorithmics entitlements are loaded into IBM systems.

IBM Welcome Letter and other communications

Welcome to IBM letter, which includes:
- IBM customer number
- Software site number

You will also receive the following automated emails:
- Welcome to IBM's Electronic Service Request System
- IBM Welcomes you to Software and services tool

For more details on all of these communications, please visit: http://www-01.ibm.com/software/analytics/algorithmics/customercenter/transition.html
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Important actions for Algorithmics 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?

Create an IBM registration

Why it's important

- Your IBM registration 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

FAQ

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

Registration helpdesk

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

Accounts Payable and Purchasing

Effective 1 October 2012, Algorithmics processes will migrate to IBM. This will create a common process for you to acquire software products and services from IBM.

The quotes and invoices you receive will change in format after 1 October 2012, 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:

Table of changes for Accounts Payable and Purchasing

What is changing	Description
Vendor name	Vendor name will change from Algorithmics 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 October 2012. The new details will appear on your invoices issued from IBM after 1 October. Invoices issued from Algorithmics that are paid after 1 October, 2012 should still be made payable to Algorithmics, an IBM Company and remitted per the instructions on the Algorithmics 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 Algorithmics 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.

What is changing	Description
Language	In some countries, the correspondence you will receive from IBM may be in the local language.
Customer number	Effective 1 October 2012, Algorithmics 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 Algorithmics portfolio will replace the existing Algorithmics 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. Customers with ongoing billing requirements for Maintenance and Support or Managed Services (ARS, FIRST, OpData) may be contacted by IBM to submit a purchase order.

What is changing	Description
New Licensing Process	IBM Algorithmics offerings are governed by License Agreements which can be found here: http://www-03.ibm.com/software/sla/sladb.nsf/search/. Customers using license keys to access their software should have received new generic license keys prior to 30 September 2012. 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 not received your generic license key or have concerns in this area, please contact IBM Algorithmics Support at: http://www.ibm.com/algorithmics/support/.
Tax Liability	IBM's prices do not include indirect tax such as VAT/GST or Business Tax. Where applicable the IBM company that does business in your country will, in addition, charge a VAT/GST or Business tax at the applicable rate. The IBM company that does business in your country will issue the relevant invoice containing the indirect tax.
Term License	If you are using an Algorithmics software product (installed at your current location) pursuant to an existing Algorithmics term license, your right to use the Algorithmics software product pursuant to such term license will cease at the expiration of the current term. After the expiration of such current term, your continued use of the Algorithmics software product will be subject to the purchase of IBM perpetual use licenses and applicable S&S pursuant to standard IBM terms and conditions for such licenses and S&S.

Software Support

The Algorithmics Support teams will continue to focus on delivering customer satisfaction without compromise. Existing Algorithmics support offerings and systems will continue to be used after 1 October 2012.

As we work to integrate Algorithmics and IBM Support, we will offer IBM Algorithmics customers expanded capabilities through the existing IBM Support infrastructure. Communication related to changes in your support experience can be found in the IBM Algorithmics Customer Center at: http://www.ibm.com/algorithmics/support/.

The Algorithmics Customer support phone and web interfaces will remain unchanged until mid 2013.

What does not change on 1 October 2012:

- Support is provided per your existing Algorithmics Support agreements.
- IBM Algorithmics Support is accessed through existing Algorithmic support processes and tools. Refer to: http://www.ibm.com/algorithmics/support/ for details.

Please ensure the primary support contact within your organization is aware that they should continue to access IBM Algorithmics Support in the same way they always have via email and telephone. Refer to: http://www.ibm.com/algorithmics/support/ for more details.

Contact Definitions and Roles within IBM

Below are informational highlights to help you understand the definition of those future roles in IBM Customer Support.

- The **IBM Primary Contact** is a specific individual who will manage access to IBM's software download site for their organization's IBM Algorithmics software contract(s). The Primary Contact approves IBM Download Site access requests from their organization and will receive all download account management and communications. This person will also be the primary contact for annual support renewal invoices for IBM Algorithmics software and services at your organization. Note: If a Primary Contact is not designated, the Technical Contact will be used for both roles. The Primary Contact must be a single individual.
- Only a **single** Primary Contact can be designated per Company in the IBM systems.
- The **Site Technical Contact** is a specific individual from the Customer's company who will manage access to IBM's Technical Support services and grant the authority to open Technical Support Requests on behalf of their organization. The Technical Contact approves IBM Support access requests from their organization's employees and business partners and will receive all IBM Support access instructions and communications. More information regarding

IBM's electronic Support can be found at http://www-01.ibm.com/support/electronicsupport/workwithibm.html.

☑ Only a **single** Primary Site Technical Contact can be designated per company in the IBM systems. Additional Named Callers can be added to the system by the Site Technical Contact.

Software Maintenance and Support

Algorithmics Maintenance and Support will be known as IBM Subscription and Support (S&S) after 1 October 2012. S&S transactions will be integrated the IBM processes in a phased approach.

The following outlines the key dates associated with the transition to the IBM Software Subscription & Support process:

S&S expires before 1 October 2012

You should have received your S&S invoice from the Algorithmics Finance team as per the normal Algorithmics invoicing processes. You should proceed with paying any invoices issued by Algorithmics per the payment terms outlined on your invoice. Timely payment of these invoices will help to ensure that there are no disruptions in your S&S. If you have not yet received an invoice, please contact Algorithmics Finance: finarrev@ca.ibm.com.

S&S expiration date between 1 October 2012 and 31 January 2013

If your S&S expires within these dates, you will receive an invoice issued by Algorithmics Finance following standard Algorithmics processes. All of these invoices will be issued prior to 21 September 2012 with payment terms clearly stated on the invoice. If by 25 September 2012 you have not received an invoice for S&S that expires during the outlined period, please contact Algorithmics Finance: finarrev@ca.ibm.com.

S&S expiration date after 31 January 2013 and beyond

Existing Algorithmics Term License Customers: Your S&S invoices associated with your term license agreements will now be generated out of IBM systems and sent with the same invoicing frequency you have had with Algorithmics. These S&S invoices will be issued per your legacy Algorithmics contract until the term of the contract expires.

Existing Algorithmics Perpetual License Customers: Your Software Subscription and Support Renewal associated with your perpetual license will now include a renewal quote generated from IBM systems and provided to you by an IBM renewal representative. This quote will be subject to standard IBM terms and conditions, and the renewal end date will move out to the last day of the month

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S&S Questions

Any questions about your Algorithmics Subscription & Support should be directed to your existing Algorithmics support representative or via Algorithmics Finance: finarrev@ca.ibm.com.

IBM Passport Advantage Program	In the future, Software Subscription and Support renewals will transition to IBM's Passport Advantage program. At that time, you will receive a notice to renew your Algorithmics Software Subscription and Support Renewal under IBM Passport Advantage for your IBM Algorithmics products. Notices will be generated from IBM systems and provided to you by your Algorithmics representative.
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.
Professional Services and Education	IBM will now provide Algorithmics Professional and Managed Services and Education.
Professional and Managed Services	IBM Algorithmics Professional Services and Managed Services will serve as your client support partner with the same professional staff we have always deployed. This includes your Account Management and Customer Success teams.
Changes in Professional and Managed Services as of 1 October 2012	• IBM will assume any ongoing Algorithmics Professional and Managed Services engagements and statements of work (SOW) and will perform as originally contracted. • While there are several process changes regarding the way contracts and SOWs are developed, there are virtually no changes to the overall Algorithmics services business model. Customers will engage IBM Algorithmics services to support the IBM Algorithmics portfolio of products. One exception is customers requiring a purchase order between their organization and IBM to facilitate payment for existing Algorithmics services. In that case, the customer must provide their Algorithmics services contact with a new purchase order, which references the original contract or SOW. • All new services orders will be contracted using standard IBM services agreements, rate structure and SOWs. The IBM services agreements, SOWs, and service order systems may be separate from the IBM software licensing contracts and order systems (e.g., Passport Advantage).

- Certain customers may receive more than one invoice for their Algorithmics offering where they previously received a single invoice, i.e., Services on one invoice and Software Subscription and Support Renewal on a different invoice.

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Education

Changes in Education as of 1 October 2012

- IBM Algorithmics education will be part of the IBM Business Analytics education portfolio of offerings.
- All classes will be contracted using IBM standard training agreements.
- Course and registration information can be found at: http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=U431952F76355G56.
- Additional new offerings such as the IBM Education Pack discount program and others can be found at: http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=U431952F76355G56
- For additional inquiries, please select the "We're here to help" option in the upper right hand side of the following web page: http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=U431952F76355G56 or contact your IBM Algorithmics Account Manager or Customer Success Team.

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Privacy

As part of the acquisition, personal information may be transferred from Algorithmics 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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