

# Client Guide to Operational Changes

Helpful resources for Aspera clients in Latin America

*Effective July 1, 2015*



## *Welcome to IBM!*

As you likely know, on January 17, 2014, IBM acquired Aspera, Inc. (“Aspera”) to embark on a journey to jointly innovate and advance our leading technologies, and provide the best solutions for your big data movement challenges. On behalf of Aspera and IBM, we would like to welcome you to a new chapter in our history – one that combines Aspera’s cutting-edge innovation with IBM’s technology excellence and extensive software, hardware and services portfolio. We believe we can rapidly scale our offerings and introduce new products and services that will directly benefit you and positively impact your business.

The following guide describes operational changes to expect and resources available to help to ensure a smooth transition to IBM’s business systems and processes.

As a customer of IBM, you will continue to have access to Aspera 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 Aspera 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 Aspera representatives are available to answer any questions and to address your ongoing software needs.

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## 1. Important actions for Aspera customers

### ***Create an IBM profile***

#### ***Your company's Primary Contact will need to create an IBM profile\****

An IBM profile allows users to store their preferences, interest areas, contact details, support and registration settings in one centrally accessible location.

Create or update your IBM profile here: <https://www.ibm.com/account/profile/us>

\*Current IBM customers may use their existing profile.

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### ***Create an IBM Registration***

#### ***Your company's Primary Contact will need to create an IBM Registration***

Your IBM Registration ID, also known as an IBM ID, is your single point of access to IBM web applications that use IBM Registration.

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>

*Please note there may be a delay of up to 15 minutes before you will be able to use your new IBM ID.*

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### ***Need assistance?***

For additional information and guidance on setting up your IBM profile and IBM Registration ID, consult our FAQ page here: <https://www.ibm.com/account/profile/us?page=faqhelp>

Alternatively, you may contact the Worldwide IBM Registration Helpdesk at the following link: <https://www.ibm.com/account/profile/us?page=helpdesk>

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## 2. Accounts Payable and Purchasing

Effective July 1, 2015, Aspera accounts payable and purchasing processes will migrate to IBM processes. Please note that these changes apply to customers that have been dealing directly with Aspera. Customers that do business through an authorized IBM Business Partner should continue to do so.

### *Important changes in accounts payable and purchasing*

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#### **Tax ID Exemption Certificates and Change Requirements**

Vendor applicable Tax Identification Number will change.

If you are currently exempt from Sales and Use tax, or local VAT, you will need to issue your company's Tax Exemption Certificates to IBM with your first order after July 1, 2015.

\* **Blank tax forms are available on applicable State websites.**

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#### **Vendor name**

Vendor name will change from Aspera to the applicable local/regional IBM operation covering your location (the term "Vendor" below represents the applicable IBM entity).

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#### **Vendor remit-to addresses**

Vendor remit-to addresses for checks, wire transfers and overnight payments will change for all new business after July 1, 2015.

The new remit-to information will appear at the bottom of your IBM invoice(s).

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#### **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.

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#### **Currency**

In some countries, the currencies used by Aspera are different than those used by IBM, thus you may be transacting in a different currency with IBM. Some countries allow for multiple currencies. Please work with your Sales Rep for any currency related questions.

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## Languages

In some countries, the correspondence you will receive from IBM may be in the local language.

\* **Language preferences can set in your IBM ID profile**

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## Customer numbers

Effective July 1, 2015, Aspera customers will be assigned an IBM Customer Number (ICN). **Your ICN, along with your Software Site Number (if applicable), can be found below your contact information in the hardcopy letter directing you to this document.** Alternately, you may contact [eCustomer care](http://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html) (www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en\_US/ecare.html) to obtain this information.

Please note that your ICN will be referenced on all order-related communications.

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## Purchase documentation

Purchase related documentation, such as invoices, will be sent to the contact(s) listed in the IBM profile associated with your ICN unless specified otherwise in your order.

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## Part numbers and product descriptions

New part numbers and product descriptions for the IBM Aspera portfolio will replace existing Aspera product descriptions.

These new part numbers and descriptions will appear on all order-related documentation.

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## Document formats

The format of documents (quotes, services statements of work, invoices, etc.) you receive will change after July 1, 2015, and they will be issued from your local IBM location or entity. This may affect the remit-to address, and in certain countries, the transaction currency that you are using today.

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## PO requirements

If your company requires issuing a purchase order (PO) to facilitate payment for goods or services, IBM may require a new PO. Contact your IBM Aspera representative with any questions.

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### **New licensing process**

IBM Aspera offerings are governed by license agreements which can be found here: <http://www-03.ibm.com/software/sla/sladb.nsf/search/>.

**\*Your legacy contract continues to apply to your existing software until such time as you move to the IBM license agreement**

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### **Migration to new pricing metrics**

Coming into IBM, your actively supported software purchases will move into IBM systems. At that time, your sales representative will be available to explain how your software is represented in IBM systems, as well as answer questions about any changes to the charge metrics of the offerings.

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## **3. Software Support**

Aspera Support offerings will continue to be used after July 1, 2015 supported by the IBM Aspera Support team. The IBM Aspera Support team will continue to focus on delivering customer satisfaction without compromise.

**The Aspera Customer Support phone, email and web portal interfaces will remain unchanged at this time.** Refer to the IBM Aspera Technical Support Customer Center at: <http://www.ibm.com/software/info/aspera/support/> for the latest updates. Please ensure the Technical Support contact within your organization is aware that they should continue to access IBM Aspera Support in the same way they always have via their existing email, web portal and telephony routes.

As the integration of Aspera and IBM Support evolves, communications related to changes in your support experience can be found in the [IBM Aspera Technical Support Customer Center](#).

### ***What does not change on July 1, 2015***

#### **Support and Product Services**

Continue to access Aspera Technical Support through your existing email, phone and web portal channels. There are also no changes at this time to the ADN (Aspera Developer Network).

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## **Support tickets**

Aspera Support tickets continue to be logged on the [Aspera Support website](#), by [email](#), by [web portal](#) or by [calling Aspera directly](#). Continue to use your existing Aspera Usernames and/or Passwords to gain access.

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## **Knowledge Base and Forums**

Continue to access [Aspera's Knowledge Base](#) and [Forums](#).

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## **Support for individuals without a business relationship with IBM/Aspera**

For clients or partners without a business relationship to IBM Aspera, support continues to be provided via existing support routes and tools.

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## ***Future updates***

Refer to the [IBM Aspera Technical Support Customer Center](#) for the latest updates.

As part of the transition into IBM systems and processes, all Aspera customers have been contacted to validate their correct Primary, Technical Support and Bill To Contacts. These are IBM concepts and roles. **Below are informational highlights to help you understand the definition of those future roles in IBM Customer Support.** As a reminder, these roles go into effect on July 1, 2015.

## Primary Contact

The **Primary Contact** will be considered the contact for notice of all changes to agreements or other contractual issues for software and non-software services. The Primary Contact will be responsible for informing IBM of all necessary changes to the customer account.

For companies with software contracts where downloads are available, the Primary Contact also manages access to the IBM Download Site for their organization. The Primary Contact approves IBM Download Site access requests from their organization and will receive all download account management and communications.

Only a **single** Primary Contact can be designated per company in the IBM systems.

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## Technical Support Contact

The **Technical Support Contact** will manage access to IBM Technical and Customer Support Services for their company's Aspera contract(s). The Technical Support Contact approves IBM Customer Support site access requests from their company's employees and will receive all IBM Customer Support access instructions and communications. If the IBM Service Request Tool is enabled in the future for Aspera, this person becomes key within their organization to enable access to their employees.

At this time, Aspera customers and business partners will **not** use IBM's Service Request Tool nor IBM's Client Success Portal to open new or existing requests for assistance.

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## 4. Software Subscription and Support Renewals

Aspera Support Renewals will be integrated into the IBM Software Subscription and Support Renewals process in a phased approach. Your Software Subscription and Support Renewal is determined by the date your current Aspera Support contract expires.

### *Renewal dates and actions*

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#### **Renewal date before July 1, 2015**

Depending on your renewal date, Aspera customers are in the process of being contacted by their Renewal representative and should proceed with confirming renewals by the current renewal date or June 30, 2015, whichever is earlier, to ensure that there are no disruptions in service. Any renewals not confirmed by that date will subsequently be re-quoted under IBM's terms and conditions and as a result, may lead to a gap in support.

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#### **Renewal dates between July 1, 2015 and September 30, 2015**

If your renewal falls within these dates, the Renewal representative should have contacted you with an opportunity to renew early. If you elect not to take advantage of this opportunity by June 30, 2015, you will be re-quoted through IBM processes in the geography in which you are located. Any orders received after that date will need to be addressed to IBM and will be subject to IBM's terms and conditions. Again, depending on your renewal date, this may lead to a gap in support.

Invoicing, part numbers and payment terms will change to IBM standard conditions and the renewal end date will move out to the last day of the month.

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**Renewal date on or after October 1, 2015**

A Software Subscription and Support Renewal quote will be generated from IBM systems and will be provided to you by your IBM Subscription and Support Renewal representative. The IBM Subscription and Support Renewal representative will team with the Aspera Sales Rep on both current and future renewal quotes. 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.

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 Aspera Software Subscription and Support Renewal for your IBM Aspera products through IBM's Passport Advantage program. Notices will be generated from IBM systems and provided to you by your IBM Software Subscription and Support Renewal representative.

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## ***5. Passport Advantage and Software Downloads***

Passport Advantage is IBM's comprehensive program to acquire software licenses, both One Time Charge and Fixed Term, Software Subscription and Support, plus IBM Appliances and IBM SaaS offerings under a common set of Agreements, processes and tools.

### **Passport Advantage**

For further information about the benefits of Passport Advantage please visit our website.

→ <http://www.ibm.com/software/passportadvantage>

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For assistance with Passport Advantage, please contact [IBM eCustomer Care](#).

**\* IBM has recently simplified its contracts. You will now be able to purchase additional IBM products under concise, easy to read terms, with more options to address your needs and future purchases.**

## *Software Downloads*

Your Aspera software is available for download from both IBM Passport Advantage and the Aspera website:

### **Passport Advantage software downloads**

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Information on how to download software from Passport Advantage can be found here: <http://www-01.ibm.com/support/docview.wss?uid=swg21622147>

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### **Aspera software downloads**

Software can be downloaded from the Aspera website here: <http://downloads.asperasoft.com/>

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### **Aspera product license keys**

For Aspera products you will require a license key to be able to use the product. The license key will be provided to you as part of the fulfilment process. Further information can be found here: <http://www-01.ibm.com/software/info/aspera/licensekey/>.

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## **6. Professional Services**

IBM will now provide Aspera Professional Services that include configuration, implementation, consulting and training. The IBM Aspera services team will comprise the same professional staff that has always worked with Aspera products. Your contact person and services team will remain intact.

### **Changes in Professional Services as of July 1, 2015**

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IBM will assume any ongoing Aspera Professional Services engagements and statements of work (SOW) and will perform as originally contracted with Aspera. There will be no interruption to those projects that are in process at the time of Transfer of Business.

In a small number of cases, where a customer requires a purchase order with IBM, the customer will be asked to provide the PO at Transfer of Business. You will be notified if this is the case for your company.

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Customers will engage IBM Aspera sales or services for any new projects. All new service engagements will be contracted using standard IBM services agreements, rate structure and SOWs; they are processed through the IBM systems which specifically support services.

Certain customers may receive more than one invoice for their Aspera offering where they previously received a single invoice, i.e., Professional Services on one invoice and Software on a different invoice.

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## ***7. Privacy Policy***

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