IBM
PartnerWorld for Software
2002 Track Guide

A REFERENCE GUIDE OUTLINING
THE 2002 CRITERIA AND BENEFITS
EFFECTIVE SEPTEMBER 2002

Table of Contents

Note:
- All hyper links are indicated in the color Blue throughout this guide. Clicking on a hyper link will take you directly
  to the url when viewing the document online.
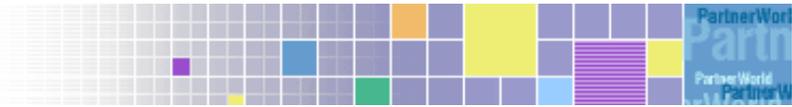
Section 1: Overview

IBM PartnerWorld (TM) is a comprehensive worldwide marketing and enablement program. It assists you and IBM Business Partners around the world in creating new revenue and market opportunities, and supports you in delivering e-business solutions that encompass IBM's portfolio of industry-leading technologies, products, services and financing. In an effort to deliver full flexibility and value inside these areas, PartnerWorld is a program that offers valuable benefits -- some available at no cost to you and others fee-based. To better tailor benefits to Business Partners' individual requirements, the program is delivered through specialized tracks: PartnerWorld for Software, PartnerWorld for Developers; PartnerWorld for Systems and Services; and PartnerWorld for Personal Systems.

PartnerWorld for Software: The Value in it for You

Together we have laid the foundation for e-business, building the infrastructure, creating confidence in the concept, and delivering technologies and solutions that have made e-business possible and profitable. Tremendous growth and success have been achieved since we joined forces through PartnerWorld for Software. The IBM Software and Business Partner Profitability White Paper states that every dollar of investment by a Business Partner into their IBM practice yields $9 USD of profit.

As we enter the next generation of e-business, solutions are becoming more complex and integrated, which makes middleware a key component in this ever changing world of e-business. The IBM Software and Business Partner Profitability White Paper states that for every dollar a customer spends on IBM middleware, an additional $21 USD is spent by that customer on related software, hardware, and services. Those with the right relationships and resources in place are better positioned to capture opportunities of this nature. Therefore, we must continue to work together -- more closely than ever. Our commitment to each other must be deeper and our investment in each other must be richer.

PartnerWorld for Software (PWSW) makes this possible. It is one of the industry's most comprehensive e-business marketing, enablement and support programs. Through PartnerWorld for Software we invest in you, reflecting back your investment in IBM and our mutual commitment. Valuable benefits and rich rewards are provided at each level -- Member, Advanced and Premier -- and demonstrate a breadth of offerings intended to fuel your ability to seed success. In fact, to further strengthen the PWSW value proposition, the following new benefits have been added recently:

- SWG Briefing Center access to accelerate the sale cycle
- Aggressive skills enablement reimbursement, including $50,000 USD per Premier-level location for *We Pay Offerings* to offset the expense of building skills
- Technical Mentoring to help sell and close significant opportunities
- IBM Software Brand Marks to associate your company's offerings with IBM software in your communications and marketing activities
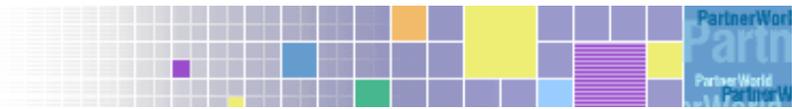
All of the above are consistent with the PWSW strategy to help you build, broaden, and strengthen your skills. To support your growth and profitability, we will deliver greater value to you and reward your investment in IBM by providing access to leading-edge software recognized across the industry, and strong technical and marketing support.

Growing markets, increasing opportunities

Demand for e-business-related hardware, software and services is greater now than we -- both you and IBM -- can meet alone. In fact, forecasts indicate that all e-business infrastructure spending -- including hardware, software and services -- will exceed $1 trillion by 2004. Opportunities are richest in small and midmarkets, where the 13.5 percent compound annual growth rate is almost double that of the large enterprise market. At $348 billion USD, the midmarket space accounts for almost half of all IT spending worldwide.

A recent Gartner Group study reported that businesses looking to implement e-business applications are facing acute staffing shortages. Demand for those with e-business applications skills is between 15 and 25 percent greater than demand for those with traditional IT skills. These businesses will look for more than half of their e-business talent to come from external sources such as the IBM Business Partner community.

We depend on you to deliver our solutions to small and medium-sized markets, and we will provide you with unparalleled education and training, along with technical support, so you can fill this skills gap. Indeed, you form the foundation of our go-to-market strategy. The more you invest in your relationship with IBM, the more we depend on you to lead the charge in a huge, untapped universe of opportunity.

With you out in front, we'll work behind the scenes to create market opportunities and provide support to help make you more successful. We will help you shorten your sales cycle. We will continue to deliver a steady stream of IBM global advertising and co-marketing initiatives to help you generate demand and capitalize on the growing opportunities for your services and solutions. We will enable you to go to market faster. And, just as we have in the past, we will continue to ensure that you have the range and depth of skills you need, the tools you require, the technology and the services that your customers demand.

IBM Software: An industry-leading portfolio

The IBM software portfolio is second to none. No portfolio is more robust. None has greater breadth or better performance. So, participating in PartnerWorld for Software helps you achieve greater market potential and more substantial revenue gain. Risk, too, is lower because IBM is strategically positioned to lead for a long time.

Our world-class solutions embrace four key software brands that illustrate the unmatched strength behind IBM and, as a PartnerWorld for Software participant, behind you. These industry-leading brands -- WebSphere, DB2 Data Management, Lotus and Tivoli -- are among the most widely recognized software brands in the industry.   IBM WebSphere has won numerous product awards, including InfoWorld's Reader's Choice for Best Portal Server of the Year. IBM Tivoli Storage Manager won InfoWorld's Reader Choice for Best Enterprise Storage Product. Lotus Sametime 9.7 received the *Smart Computing*, Smart Choice Award. IBM DB2
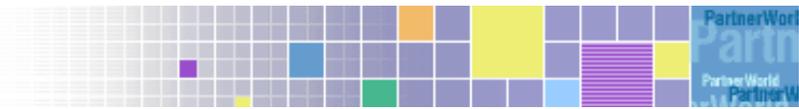
Database Software won four VARBusiness ARC awards in the following categories -Midrange Servers, Advanced Desktops/Workstations and Database Software- and was voted best overall Database Software.

Valuable Rewards
It's never been more rewarding to participate in PartnerWorld for Software. Support has never been better. Our market leadership is strong and the opportunities we provide access to have never been this vast. And, these aren't the only rewards.

IBM recognizes and rewards Business Partners who deliver outstanding customer solutions in countless other ways. IBM and Lotus Beacon Awards, for instance, recognize Business Partners who excel in providing superior products, innovation solutions and expert services.

And these are just a few examples of rewards and recognition. Join Partnerworld for Software now and begin reaping the rewards today.

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Where to Go for Additional Information:

Want to learn more about PartnerWorld for Software? All of the information you need is in one place:
http://www.ibm.com/partnerworld/software
Interested in joining PartnerWorld for Software? Select Steps to apply for membership.

Already a member of PartnerWorld for Software? Visit the private Business Partner Zone Web site:
http://www.ibm.com/partnerworld/software/zone

For more information on each of the software brands - DB2, Lotus, Tivoli and WebSphere, please refer to Section 2 of this track guide.

The "Steps to Success" Guides help you understand where each of our valuable benefits fits into the sales cycle. For your convenience there are two documents tailored to your level, one for Member Level and one that focuses on benefits at the Advanced and Premier Levels.
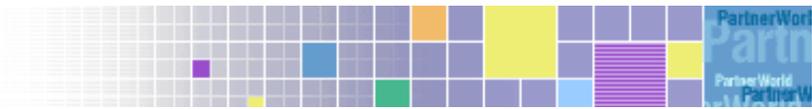
Section 2: IBM Software Portfolio

Spotlight on DB2, Lotus, Tivoli and WebSphere

IBM's e-business software portfolio is one of the broadest and most widely recognized families in the industry. It embraces four powerful brands--DB2 Data Management, Lotus, Tivoli and WebSphere--that assist your customers in building, executing and running e-businesses, and profiting from the solutions you provide.

Following is a brief overview of the brands that comprise IBM's software portfolio.
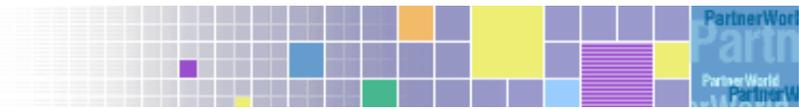
DB2 Data Management - Leveraging Information

DB2. Data Management Software

As the foundation for e-business, DB2 product family software is the industry's first multi-platform multimedia, Web-ready relational database management system, strong enough to meet the demands of large corporations and flexible enough to serve medium-sized and small e-businesses. More than 60 million DB2 users from over 300,000 companies worldwide rely on IBM data management solutions.

The IBM Business Intelligence Solution
IBM delivers powerful Business Intelligence software to provide a fast, scalable database built for today's complex query requirements; integrated, easy-to-use data warehousing tools to get started quickly; and industry-leading analytical tools to gain the insights that can make a difference to the bottom line.

IBM Content Manager
The IBM Content Manager portfolio provides the enterprise content management infrastructure to manage the full spectrum of digital information. Large collections of scanned images, facsimiles, electronic office documents, XML and HTML files, computer output, audio, and video can be stored and accessed. Integrating content with line of business, customer service, ERP, digital asset management, distance learning, Web content management or other applications can accelerate benefits across the enterprise.

IBM Informix
IBM Informix information management solutions are open, scalable, manageable, and fully extensible — providing the kind of flexibility that is essential for growing organizations. From data warehousing, analysis and decision support, to Web content delivery, IBM Informix products are engineered to enable today's businesses to efficiently manage any kind of information, anywhere, and at any time.

Helpful Web sites
IBM Data Management Channels:
www.ibm.com/software/data/channels

IBM DM Education, Certification, and Technical Specialties:
www.ibm.com/software/data/channels/education.html

To find data management case studies, visit the Data Management Web site:
http://www.ibm.com/software/data/solutions

DB2 Product Family:
http://www-3.ibm.com/software/data/db2
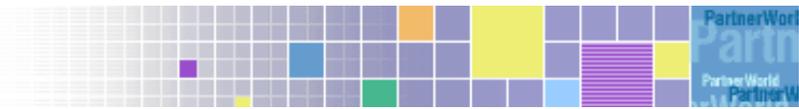
Lotus

Lotus software

Lotus provides collaborative e-business solutions that bridge the gap between people and knowledge, and maximize investments in existing technology. Lotus delivers a competitive advantage by securely bringing together people and information with collaboration, learning and knowledge-enabling software. Backed by IBM's extensive service and support network and expertise, Lotus offers a robust portfolio of modular and standards-based software that easily integrates with other applications and operates across a variety of platforms. Lotus' distinctive solutions optimize the human interactions that support an organization's business transactions and internal processes.

Lotus offers solutions to the market through its Business Partners who help define mission critical solutions that extend throughout the enterprise, creating value in customer service, product development, sales and marketing, and human resources. These solutions incorporate leading-edge technology and the expertise of Lotus' combined software experience.

Discover Lotus Notes and Domino:
- Increase end-user productivity and flexibility;
- Enable anytime, anywhere access/interactions -- however end-users want, however business dictates;
- Simplify deployment and management, and demonstrably reduces total cost of ownership (TCO);
- Deliver advanced security, true to its tamper-resistant history;
- Protect existing IT investments by integrating seamlessly and securely with existing infrastructures;
- Increase developer productivity and flexibility, while ensuring application sophistication and relevancy;

- Maximize collaboration in the enterprise!

Visit the Lotus Web site for information on the exciting new releases of Lotus Sametime, QuickPlace and LearningSpace! You can also find details there on Lotus' comprehensive set of Knowledge Management products.

Key Lotus Software Web sites:
Lotus Education, Certification, and Technical Specialties: www.lotus.com/home.nsf/welcome/education

Lotus Product Information:
www.lotus.com

Tivoli
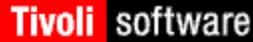
Tivoli software

In the time it takes to read this paragraph, Tivoli management software can distribute a software upgrade to thousands of computers on a single network, check each one for viruses and security breaches, and keep tabs on hundreds of other critical applications. All over the world, businesses use Tivoli products and services to efficiently run and operate their organizations. These businesses recognize that to make their organizations grow in today's competitive marketplace, where there are more choices and less money to be spent, solutions must be simple, seamless, and easy to install.

Tivoli products lower IT costs and provide greater productivity and flexibility across the enterprise to ensure growing, competitive companies the ability to rapidly add new applications, new systems, and new networks. Keeping these processes secure, reliable, accessible, and efficient is the challenge that Tivoli has met since 1989 when they developed the industry's first end-to-end technology management solutions. Tivoli's award-winning software makes it easy to manage hundreds of thousands of separate devices without sacrificing productivity, security, or performance. Tivoli solutions are built from the ground up to be flexible, reliable, scalable and quickly deployed to keep up with the ever-changing, unpredictable advances in technology.

Tivoli Business Partners, with the world's leading system and application vendors, are providing our customers with the ability to choose from hundreds of best-of-breed solutions which can leverage the common Tivoli management architecture. From e-mail systems to e-business initiatives, Tivoli is making technology management a more efficient, more versatile, more effective tool of business. Our powerful products, services, and programs, along with a strongly leveraged working relationship with IBM puts Tivoli in a market leadership position with the global resources to help companies all over the world reach new levels of success.

For more information about Tivoli Solutions, visit the Web site:
www.tivoli.com
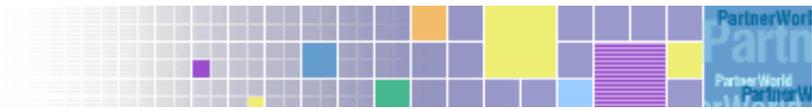
WebSphere

WebSphere. software

WebSphere is infrastructure software for dynamic e-business, delivering a proven, secure and reliable software portfolio.

Providing comprehensive e-business leadership, WebSphere evolves to meet the demands of companies faced with challenging business environments such as the need for increasing operations efficiencies, strengthening customer loyalty, and integrating disparate systems.

Leading customers toward dynamic e-business means WebSphere provides answers to these challenging business environments. WebSphere is the only e-business platform that can provide everything needed to build, deploy and integrate your e-business, including: Foundation & Tools, Reach & User Experience, Business Integration and Transaction Servers & Tools.

The WebSphere software platform closes the gap between business strategy and information technology, allowing you to create and operate a dynamic e-business.

Explore the WebSphere pyramid to discover how each side can help power your business and drive your success.

Interested in specific WebSphere software? Want to learn more about how to sell WebSphere in your solution? Visit the WebSphere Web site:
www.ibm.com/software/info1/websphere/

Or visit the WebSphere Innovation Connection On-Line site (WIC Online):
www.ibm.com/websphere/partners
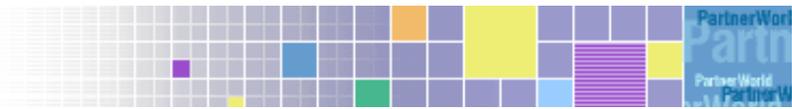
Section 3: What's New in 2002?

PartnerWorld for Software is a living program, evolving alongside our end-user requirements. We will continue to improve PartnerWorld for Software so that you derive maximum benefit from your participation and are rewarded for investing in your relationship with IBM. Indeed, this year we have implemented several changes and improvements to PartnerWorld for Software. The 2002 program aligns with our objective to reward your investment in IBM while simplifying your required participation. Here's a look at changes to PartnerWorld for Software in 2002.

✓ Skills requirements must now be met by separate individuals in your firm to qualify at Advanced or Premier levels. Advanced level participation requires three skilled individuals on staff. This includes two individuals with technical certifications along with one individual possessing a sales skill or certification. Premier level participation requires eight skilled individuals on staff, including three individuals with sales skills or certifications and five individuals possessing eligible technical certifications.

✓ At the Member level, benefits have been introduced that reward your investment in skills and certifications. While these may not qualify you for Advanced or Premier levels, they do entitle you to additional benefits. Benefits include listing in the Software Business Partner directory, additional Run Your Business Software licenses, use of IBM Software Brand Marks, access to Solutions Technical Support (Q & A forum) and participation in the Business Partner Connections directory.

✓ Reimbursement through *We Pay Offerings* has been significantly increased for Premier level participants. The maximum reimbursement for Premier level participants is now $50,000 (USD).

✓ Use of IBM's Software Executive Briefing Centers has been added as a Premier-level benefit. The Executive Briefing Centers, which use subject matter experts to deliver customized software briefings in a professional environment, are now available to help Premier Business Partners accelerate, expand and close software sales.

✓ Public relations support is now available to Premier level participants. This new benefit provides PR support for joint announcements that are led by the Business Partner or IBM.

✓ Premier and Advanced Business Partners may receive on-site technical mentoring for significant software sales opportunities. With this support, you can receive assistance in solution design and solution development for specific sales opportunities.

✓ Onsite, critical implementation support has been added as a Premier-level benefit. In selected critical engagements involving significant software revenue, Premier level participants can receive on-site "critical implementation" assistance at the customer location while implementing an IBM software solution/installation.

PartnerWorld
for Software
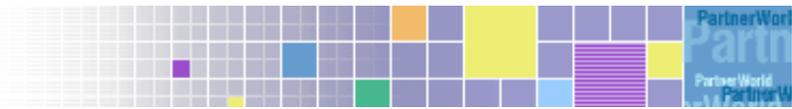
Section 4: Membership Requirements

PartnerWorld for Software is built on an investment model -- that is, the more you invest in your relationship with us, the more you can gain. With this in mind, three levels of participation are supported: Member, Advanced and Premier. Each level is distinguished by unique membership criteria. These criteria include Commitment, embracing business relationship and annual requalification; Competency, which looks at the skilled individuals in your firm; Contribution, which considers annual revenue attainment for reselling Business Partners; and Customer Satisfaction, which includes customer satisfaction survey participation.

Make no mistake: Valuable benefits are delivered to participants at every level of PartnerWorld for Software. And, as you increase your commitment to IBM and ascend from Member level, the value of these benefits increases to reward your investment. Go to market faster. Generate greater demand for your solutions. Develop new skills and create exciting new opportunities for your firm. Increase your visibility. Reduce your operating expenses. Raise bottom-line profits. This is just the beginning of how you can use your PartnerWorld for Software benefits.

Membership level is achieved on a location basis for PartnerWorld for Software by satisfying the criteria as defined in the following table:

2002 Criteria for PartnerWorld for Software Membership

Criteria Category	Member	Advanced	Premier
Commitment -- Business Relationship	- Current profile - Acceptance of PartnerWorld Agreement - E-mail address - Annual requalification	- Current profile - Acceptance of PartnerWorld Agreement - E-mail address - Annual requalification	- Current profile - Acceptance of PartnerWorld Agreement - E-mail address - Annual requalification
Competency -- Skilled Individuals	Not applicable	**3 Skilled Individuals** 2 technical certifications 1 sales skill/certification	**8 Skilled Individuals** 5 technical certifications (1 Complementary certification is accepted) 3 sales skills/certifications

The Following Criteria will be Added in 2003

Criteria Category	Member	Advanced	Premier
Customer Satisfaction --Customer Survey Participation	Not applicable	Survey Participation	Survey Participation and minimum score
Contribution -- Annual Revenue Attainment (Resellers only)	Not applicable	$100K (USD) of workstation software revenue tracked via Passport Advantage	$150K (USD) of workstation software revenue tracked via Passport Advantage

Membership Requirements Definitions

The following defines the criteria categories and other requirements associated with joining PartnerWorld for Software.

Requirements for Member, Advanced and Premier Levels: COMMITMENT

Member level participation in PartnerWorld for Software can be achieved immediately once criteria are met and your application is approved. This includes providing a current Business Partner profile along with an accepted PartnerWorld agreement.

Commitment Requirements

- Membership Agreement: You must sign the PartnerWorld Agreement to meet the entry requirements. Failing to meet these commitments could result in termination from PartnerWorld for Software. You are also expected to conduct your business in a professional way that does not adversely affect IBM's reputation and goodwill. To do otherwise could result in termination. A copy of the PartnerWorld Agreement is available on the PartnerWorld for Software Web site.

- Member Profile: It is imperative that IBM maintains current and accurate information, including skills on each software Business Partner, to facilitate proper communications, lead referrals, and other critical contacts. The Member Profile is a required part of the Membership Application process to join the program and must be updated at least annually. However, you are urged to keep your company profile information current at all times.

  - As an administration enhancement, each Business Partner location may have one or more Authorized Profile Administrators (APA) for their local membership profile. The APA is responsible for completing their company's location profile information, and then providing ongoing maintenance to their company's location profile information. APA responsibilities include granting other employees access to the Busiess Partner Zone, the entitled Web site for PWSW, and the Profile System; it also includes authorizing employees to order or download software for demo and evaluation and use in their location. The APA may administer one or more profiles. For example, the APA at the headquarters location can be authorized to administer profiles across designated locations globally.

- E-mail Address: You must provide at least one valid e-mail ID to participate in PartnerWorld for Software.
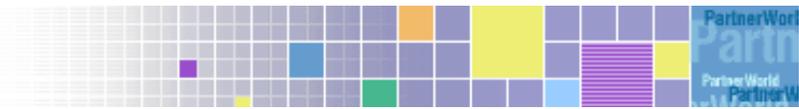
Requirements for Advanced and Premier levels only:
1. **COMPETENCY**
2. **CUSTOMER SATISFACTION**
3. **CONTRIBUTION**

1. Competency Requirements

Professional certification provides a method for you to validate your skills and demonstrates the credibility needed to sell and support IBM software solutions. PartnerWorld for Software recognizes the value of professional certification and uses certification as a requirement to participate at the Advanced and Premier levels.

Skills requirements must be met by separate individuals in your firm in order to qualify at Advanced or Premier levels. Advanced level participation requires that you have three skilled individuals on staff. This includes two individuals with technical certifications along with one person possessing a sales skill or certification. At the Premier level, you must have eight skilled individuals on staff, including three individuals with sales skills or certifications and five with eligible technical certifications. Sales skills can include the e-business Solution Advisor certification or successful completion of an IBM Software power brand sales class.

Business Partner locations must maintain the certifications required for their selected membership level and will be required to requalify on an annual basis. Advancement to a higher program level is dependent upon meeting all of the requirements of those levels.

- *Technical Certification*: Refers to certification held by individuals on designated software products and e-business solutions. Typically, the skills validated cover installation, setup, integration, architecture and support. For a list of accepted technical certifications, refer to Web site: ibm.com/partnerworld/software
  Select Education > Accepted and complementary certifications.

- *Sales Skill and Certification:* We continue to count the IBM Certified for e-business Solution Advisor certification, and we have added sales skills qualifications on WebSphere, DB2 Data Management, Lotus, Tivoli, and Start Now. This certification and these sales skills satisfy the sales competency requirement for achievement of Premier and Advanced levels.

  - *Sales Skills:* Qualifying sales skills are achieved by passing a Sales Mastery test, which combines content from the Signature Selling Methodology and specific brand and product solutions. Specific classes for each sales skill area--WebSphere, DB2 Data Management, Lotus, Tivoli and Start Now--are offered and strongly recommended as preparation for the Sales Mastery test. For a list of eligible sales skills, refer to Web site: ibm.com/partnerworld/software
    Select Education > Accepted and complementary certifications.
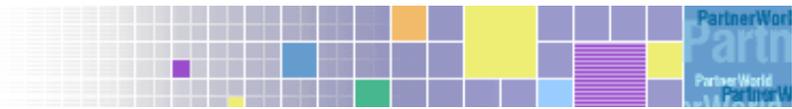
◆ *IBM Certified Advisor for e-business - Solution Advisor:* You should invest in the IBM Certified Advisor for e-business - Solution Advisor certification. It demonstrates that you have the ability to engage customers, develop strategic e-business visions, translate customer requirements into e-business opportunities and manage your customer relationships. Knowing how to see an e-business solution requires much more than sales know-how. You also need to have a solid grasp of how e-business solutions are built and key products that comprise a successful e-business solution. The e-business - Solution Advisor certification not only focuses on the framework of e-business solutions, but also on the Signature Selling Method - unifying IBM and its Business Partners into a powerful force in today's markets. The required e-business sales certification is the "e-business - Solutions Advisor" certification. Refer to Web site:
ibm.com/software/ebusiness/certification

• *Complementary Certification:* PartnerWorld for Software recognizes selected complementary certifications that have been found beneficial to IBM's overall business interest. These certifications may not necessarily be a core skill competency for a Software Business Partner, but are relevant in helping deliver the solutions / sales critical to the Business Partner's business model. IBM Start Now Solutions Technical Specialties have been added to this list. Complementary certifications may include industry certifications from other vendors. For a list of accepted complementary certifications, refer to Web site:
ibm.com/partnerworld/software
Select Education > Accepted and complementary certifications.

2. Customer Satisfaction Requirement - To be added in 2003

Advanced and Premier level criteria will include participation in an annual customer satisfaction survey in 2003. Additionally, at the Premier level, a minimum survey score will be required. This replaces the former customer satisfaction criteria, which consisted of customer references for Advanced and Premier Business Partners. As survey participation is a new requirement, no customer satisfaction criterion will be in effect for the remainder of 2002. Business Partners will have the opportunity to participate in the customer satisfaction survey in 2003, which will be used to qualify them for this criterion when it is enforced in 2004.

3. Contribution Requirement - Resellers Only - To be added in 2003

PartnerWorld for Software rewards your increased investment in IBM. Because revenue is an indicator of the strength of your investment, we will measure annual revenue from the previous year, as a criteria for Advanced and Premier level participation for resellers. Revenue attainment criteria is differentiated between Advanced and Premier levels with higher revenue volume required from Premier Business Partners.

As an Advanced or Premier level reseller in PartnerWorld for Software, your workstation middleware contribution will be measured via Passport Advantage. At the Advanced level, you must generate a minimum revenue of $100,000 USD. At the Premier level, resellers must attain a minimum revenue of $150,000 USD. This criteria is suspended for the remainder of 2002 and will not be enforced until the second half of 2003.
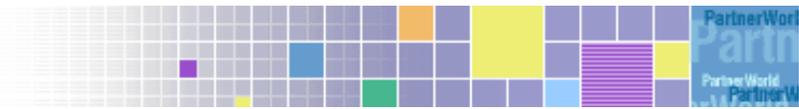
Section 5: Enterprise Capabilities

Business Partners with multiple locations have unique business requirements and must be able to manage their business at the enterprise level. As a result, PartnerWorld for Software continues to offer enterprise-wide benefits and support functionality that enable Business Partners not only to manage more efficiently and effectively, but also to derive the maximum benefit from their relationship with IBM across their enterprises.

At the enterprise level, for instance, PartnerWorld for Software's Business Partner Directory lists Advanced and Premier level Business Partners in alphabetical order. All locations within an enterprise are listed together, creating a unified grouping in response to a customer's request.

To simplify and streamline administration across an enterprise, a single Authorized Profile Administrator (APA) can be assigned to globally manage all PartnerWorld for Software location profiles and entitlement for each location within an enterprise. The APA can manage all enterprise profiles with a single ID and password, regardless of the number of locations within an enterprise. Moreover, the APA can easily switch between enterprise locations without re-entering their password and ID. Whenever the APA accesses a different location, PartnerWorld for Software's portal changes to match the entitlement of that new location.

Enterprise Record

The Enterprise Record, allows the APA for an enterprise to manage a list of all the locations within an enterprise globally -- mainly for reporting purposes -- regardless of individual locations' levels in PartnerWorld for Software. The Enterprise Record also includes support for the Enterprise Option, simplifying administration.

Enterprise Option

Within the Enterprise Record, the Enterprise Option is a benefit exclusively for Premier and Advanced level participants in PartnerWorld for Software. It allows an enterprise to aggregate location criteria across multiple locations to optimize benefit entitlement and flexibility for the enterprise. If all locations selected to participate in the Enterprise Option qualify as Premier participants in aggregate, each can receive Premier level benefits. If all locations selected to participate in the Enterprise Option qualify as Advanced participants in aggregate, each can receive Advanced level benefits.

The Enterprise Option is available by geography - North America; Latin America; Asia Pacific; Europe, Middle East and Africa.
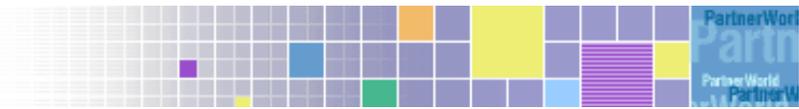
## Section 6: Benefit Offerings Overview

As a participant in PartnerWorld for Software, you have access to both no-cost benefits and a bundle of fee-based benefits known as the "Value Package for Software." No-cost benefits are primarily self-help information and support and are delivered electronically. Fee-based benefits are bundled into a Value Package for Software, a composite of benefits such as "demo and evaluation" software, "run your business" software, education reimbursements (i.e., "You Pass, We Pay") and selected marketing support. It is highly recommended that all Business Partners purchase the Value Package for Software. Value Package benefits are differentiated by membership level.

PartnerWorld for Software benefits are provided in the following seven categories:

- **Marketing and Sales Support**
- **Software**
- **Education and Certification**
- **Technical Support**
- **Incentives**
- **Financing**
- **Relationship Support**

The following tables indicate the benefits offered inside each category. In addition, some offerings are marked as "separately priced." This includes education offerings since there is a cost associated with each class. Also, certain education and technical support offerings may be eligible for reimbursement under We Pay Offerings. Notations include:

- x denotes a free benefit
- Key Symbol denotes a benefit available within the chargeable Value Package for Software
- * denotes benefit for which an accepted technical certification is required at Member level

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for Software
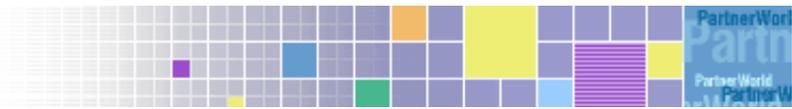
| Benefit offerings: *Marketing and Sales Support*	PartnerWorld Membership		
	Member	**Advanced**	**Premier**
Naming and Emblems			
IBM Software Brand Marks [1]	x*	x	x
IBM Business Partner Title	x	x	x
IBM Business Partner Emblem and Plaque		x	x
IBM e-business logo		x	x
IBM e-business mark		x	x
Sales Tools			
Signature Sales Resource Web site	x	x	x
Sales Kits	x	x	x
Executive Assessment Tool	x	x	x
IBM Executive Briefing Centers			x
Marketing Tools			
Business Partner Events (Where Available)	x	x	x
Campaign Designer (Where Available)	x	x	x
Marketing Support Advantage (Where Available)	🔑 *	🔑	🔑
Co-Marketing Materials	x	x	x
Co-Marketing Funding for Software Resellers		Initiatives (see Section 9)	Initiatives (see Section 9)
Public Relations (PR) Support			🔑
IBM Start Now Solutions for e-business			
IBM Start Now - Development, Marketing and Demand Generation Tools	x	x	x
Software Business Partner Directory			
Business Partner Listing [2]	x *	x	x
Connecting Business Partners to Business Partners			
Business Partner Connections - Listing [2] - Search - Tools - Networking Events	x*	x	x

x denotes a free benefit.

Key symbol denotes a benefit available within fee-based Value Package for Software.

* denotes a benefit available at Member level once one accepted technical certification is attained.

(1) An accepted technical certification in a brand mark is required for use of that brand mark.

(2) Business Partners must have an accepted technical certification in a software brand to be listed in the Software Business Partner Directory and the Business Partner Connections directory.
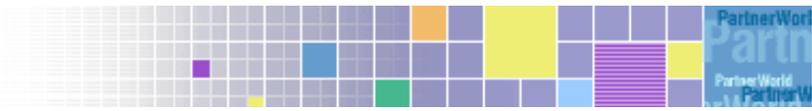
Benefit offerings: *Software*	PartnerWorld Membership		
	Member	**Advanced**	**Premier**
Software			
Demo & Evaluation Software	🔑	🔑	🔑
Run Your Business Software	🔑	🔑	🔑

Key symbol denotes a benefit available within fee-based Value Package for Software.

PartnerWorld for Software

Benefit offerings: **Education and Certification**	PartnerWorld Membership		
	Member	**Advanced**	**Premier**
Skills Planning			
Certification/Education Roadmaps	x	x	x
Education Schedules	x	x	x
Discounted Education			
Business Partner Discount (up to 25%)	x	x	x
Education Discount Card (Where Available)	Separately Priced	Separately Priced	Separately Priced
Tuition/Test Reimbursement			
We Pay Offerings	🔑	🔑	🔑
Sales Education			
Web-based Brand Tools and Guides to Sell IBM Software	x	x	x
Signature Selling Methodology Workshops	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)
e-Business Sales Education	Separately priced and may be eligible for reimbursement (See ""We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)
DB2, Lotus, Tivoli and WebSphere Sales Education	Separately priced and may be eligible for reimbursement (See ""We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See ""We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See ""We Pay" Offerings)
Technical Education			
Product Courses	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)
Pre-announce and early training on new products and major releases		🔑	🔑
Distance Learning			
PartnerWorld University	x	x	x
Computer Based Training (CBT)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)
Business/Executive Education			
Business Partner Executive Institute (BPEI)	Separately priced	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)
Connecting with other Business Partners	Separately priced	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)	Separately priced and may be eligible for reimbursement (See "We Pay" Offerings)

x denotes a free benefit.
Key symbol denotes a benefit available within fee-based Value Package for Software.

* denotes a benefit available at Member level once one accepted technical certification is attained.

PartnerWorld
for Software
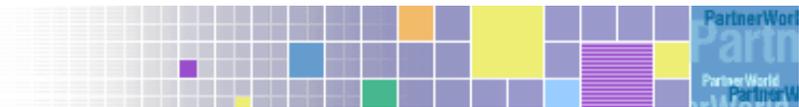
Benefit offerings: *Technical Support*	PartnerWorld Membership		
	Member	**Advanced**	**Premier**
Web-Based Self-Help Support			
www.ibm.com/partnerworld/techsupport	x	x	x
Self Help Technical Support	x	x	x
Web-Based Solution and Application Development Support			
Q&A Forums	🔑 *	🔑	🔑
Private Q&A			🔑
Technical Sales Support via Telephone			
Techline	🔑	🔑	🔑
Installation and Usage Support			
Installation and Usage Support Via Telephone	Separately priced	Separately priced	Separately priced
On-site Support			
Technical Mentoring Technical sales support for significant opportunities		🔑	🔑
Critical Implementation Support On-site implementation support for significant engagement			🔑

x denotes a free benefit.

Key symbol denotes a benefit available within chargeable Value Package for Software.

* denotes a benefit available at Member level once one accepted technical certification is obtained.

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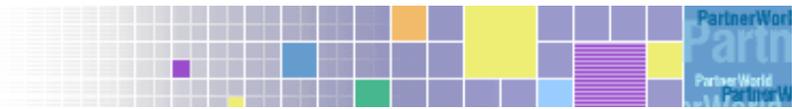
Benefit offerings: *Incentives*	PartnerWorld Membership		
	Member	**Advanced**	**Premier**
Top Contributor Initiative for Software Resellers			
Market Growth Fee		Initiatives (see Section 9)	Initiatives (see Section 9)
Now You Sales Contest		Initiatives (see Section 9)	Initiatives (see Section 9)
Passport/Advantage			
Participation	x	x	x

Benefit offerings: *Financing*	PartnerWorld Membership		
	Member	**Advanced**	**Premier**
IBM Global Financing	x	x	x

Benefit offerings: *Relationship Support*	PartnerWorld Membership		
	Member	**Advanced**	**Premier**
Membership Support			
Membership Centre Hot line	x	x	x
PartnerLine	x	x	x
PartnerWorld for Software Web site	x	x	x
Welcome Kits	x	x	x
PartnerWorld for Software Track Guide	x	x	x
Business Partner Communications	x	x	x
Special Events			
IBM PartnerWorld Event		Separately Priced	Separately Priced
Recognition			
Beacon Awards		By Nomination	By Nomination
Enterprise Capabilities			
Global Profile Management	x	x	x
Aggregated Criteria/Benefits		x	x

x denotes a free benefit.
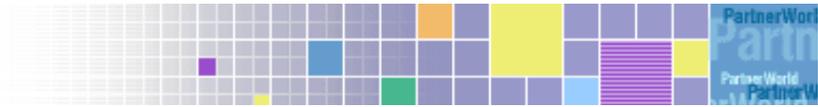
Key symbol denotes a benefit available within fee-based Value Package for Software.
* denotes a benefit available at Member level once one accepted technical certification is obtained.
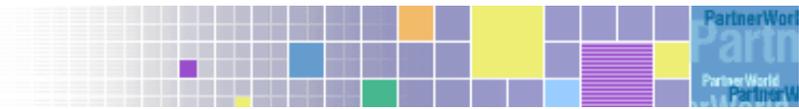
Section 7: Benefit Descriptions

Benefit offerings described in this section may be delivered differently or may not be available in your country. Variances to terms and conditions may apply to any specific offering or geography and can be found by downloading your respective Geography Addendum.

MARKETING AND SALES SUPPORT OFFERINGS
PartnerWorld for Software marketing and sales support is designed to help you gain access to exciting new markets and profitable opportunities by:

- Creating awareness of IBM software solutions including DB2 Data Management, Lotus, Tivoli and WebSphere
- Providing a wide array of services, tools, and resources to aid you in developing strong marketing and sales plans
- Helping you team with other Business Partners
- Helping you generate opportunities

Naming & Emblems
PartnerWorld for Software enables you to derive greater value from your relationship with IBM by providing easy access to naming and emblem usage materials. You can identify yourself as an IBM Business Partner and take advantage of the value and name recognition that accompany your relationship with IBM.

- IBM Software Brand Marks
  Business Partners who have an accepted technical certification in an IBM Software brand can use that brand's mark for their marketing and sales efforts. These marks enable you to associate your company's offerings with IBM software in your communications and marketing activities.

- IBM Business Partner Title
  This designation, familiar industry-wide to customers and other Business Partners, is reserved for those who meet the criteria and qualifications at the Member, Advanced and Premier levels. The naming structure is as follows:

     - Premier Level: IBM Premier Business Partner
     - Advanced Level: IBM Advanced Business Partner
     - Member Level: IBM Business Partner

- IBM Business Partner Emblem and Plaque
  The IBM Business Partner emblem comprises two interlocking fields, "IBM" and "Business Partner," which represents our mutual dedication to the customer and IBM's commitment to you. A Business Partner qualification package is provided and includes items such as the IBM Business Partner Program Emblem
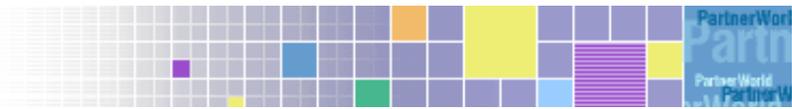
Usage Guidelines, softcopy emblem artwork and an IBM Business Partner Emblem plaque for display in your office. The IBM Business Partner emblem artwork is also available electronically on the IBM PartnerWorld Web site at: www.ibm.com/partnerworld. Only Business Partners who have achieved Advanced or Premier status are authorized to represent themselves with the IBM Business Partner Emblem.

- IBM e-business Logo
  In October of 1997, IBM introduced the concept of "e-business" to the world with the launch of e-business advertising and an e-business Internet site. It serves as an umbrella for positioning our breadth of offerings, and for positioning IBM, IBM companies and our Business Partners, as the leaders in providing advanced Internet solutions.

  The IBM e-business logo functions as a distinctive unifying visual element that can be used in e-business communications to support this focused positioning. The color of the e-business logo is red, which was chosen for emphasis and contrast, giving this new identity a distinctive and dynamic character. The e-business logo may be included in qualified communications about e-business or on materials developed to promote e-business enabling offerings.

- IBM e-business Mark
  You can nominate your qualified e-business sites to host "the IBM e-business Mark" as a symbol of e-business solutions at work. You may nominate either your own sites or customer sites. To grow the e-business industry, IBM is allowing the IBM brand and e-business trademark to be used by qualified customers in the largest branding initiative ever undertaken.

  The e-business Mark is intended to mean that a site is conducting e-business, is using IBM products or services, and that these products and services can be used to help make the site more reliable, scalable or secure. The specific qualifications can be viewed at:
  http://www-1.ibm.com/partnerworld/marketing/pmrktng.nsf/weblook/emark_criteria.html

Sales Tools
PartnerWorld for Software provides you with easy access to invaluable sales tools that can improve your productivity and help you sell or consult on the sale of e-business solutions.

- Signature Sales Resource Web Site
  The IBM Signature Sales Resource is a Web site that provides sales tools, presentations, competitive information, and marketing collateral to help sales people and marketers sell IBM software. Information is presented at each step of the solution selling process, thereby offering sales people the information they need, when they need it to close IBM sales.

- Sales Kits...Solution / Product Information
  Easy access to information is delivered through the following resources:

  - *Sales and Marketing Information (SMI)*
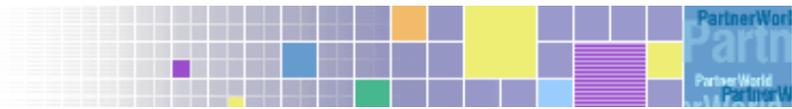
Software PartnerInfo is available on the Web to all Business Partners. It is the single place to go for information about software products and solutions, helping you find answers to your questions quickly and to be more profitable selling our software.   There are presentations, demos, box shots, graphics, and collateral such as brochures and announcements. Information is customized by country so you can satisfy your customers in many different locations worldwide.

- ◆ PartnerWorld for Software Membership CDs
  IBM Software Information Library
  This library is a repository of marketing materials to complement the available demonstration and evaluation software. Software marketing information can be accessed using Lotus Notes or any browser to link directly to Software PartnerInfo on the Internet for real-time information updates. The IBM Software Information Library is sent to new Business Partners in their welcome kit. Quarterly CD updates are available for Value Package owners to order.

- Executive Assessment Tool
  Executive Assessment is available to all PartnerWorld for Software participants. It is a tested and proven consultative selling tool that can help you identify prospects and gather the information you need to build a business case, present a proposal, and close new business.
  Training tools consist of a Standard Executive Assessment and Solution Modules. Together, these tools provide what's needed to build a compelling business case. The Standard Executive Assessment, for instance, provides tools and templates that teach you about performing on a consulting engagement. Solution modules supply an array of information, including materials covering IBM-related solution content, value propositions, industry trends, frequently asked questions and checklists. The Executive Assessment maps out a step-by-step sales process that is *dynamic* and that addresses the changing concerns of your client as you move them through the buying cycle. Modules are currently available for WebSphere. Lotus, DB2, Tivoli, Linux and Start Now midmarket solutions.

- IBM Executive Briefing Centers Access
  This new benefit gives Premier Business Partners access to IBM's seven worldwide Executive Briefing Centers. These Centers, formerly available exclusively to IBM's direct sales force, offer subject matter experts in various software brands. Premier Business Partners who have a minimum opportunity of $50,000 USD or more may use the Centers for help in closing their sale, accelerating the sales cycle, or increasing the size of the sale. Representatives from the Briefing Centers will work with the Partner to develop a customized agenda for a professional, compelling experience for the customer. Executive Briefing Centers can be found in the following locations: Austin, Texas; Raleigh, North Carolina; San Jose, California; Cambridge, Massachusetts; Toronto, Canada; Hursley, England; and Rome, Italy.

Marketing Tools

An array of powerful marketing tools are provided to you when you participate in PartnerWorld for Software. These tools support your ability to market e-business solutions and ensure that you reap significant rewards from your relationship with PartnerWorld for Software.
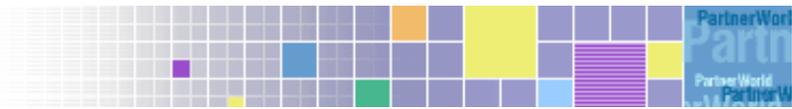
- Business Partner Events (Where Available)
Business Partner Events is an offering that allows qualified Business Partners to participate in business shows and events where IBM would otherwise have no planned corporate presence. This new co-marketing offering provides a turnkey solution, making it easy and economical for Business Partners to showcase their offerings and develop new business opportunities through events participation. Business Partner Events secures space at trade shows and industry-oriented events. In turn, exhibit space is offered in separate pedestals under an IBM Business Partner signage umbrella.

  Each Business Partner has a unique display while also being uniquely positioned as an IBM Business Partner.

  IBM has chosen National Trade Productions as the management company for this offering. With more than 24 years of trade show and event marketing experience, NTP is a leader in the development, production, and management of business shows, conferences, and special events. Learn more at http://www.ntpshow.com/bpevents/

- Campaign Designer (Where Available)
Marketing campaigns are developed, created and executed by IBM worldwide to enhance and support sales activities. Campaign Designer is a co-marketing offering that provides advanced new Web-based design tools to enable Business Partners to create the elements of an integrated marketing campaign online, easily, affordably and in just a matter of minutes. Direct mail, Web banners and print advertising can be created and customized to reflect Business Partner offerings, strengths or other unique messaging that can generate greater demand. Campaign materials also can be previewed online and printed on-demand so that they are accessible when and where they are needed. Thus, a Business Partner requiring specialized marketing materials to help close a sale can go to the Web and "create" exactly what's needed.

  Through Campaign Designer, Business Partners can leverage their association with IBM along with IBM's renown for e-business solutions and its award-winning advertising. The offering enables Business Partners to develop new markets and strengthen their presence in existing ones by taking advantage of IBM's significant campaign investments.

- Marketing Support Advantage (Where Available)
This benefit enables you to purchase marketing support services, such as telemarketing and direct mail, at the same discount IBM receives from Harte-Hanks, a leading business-to-business marketing firm. Made available to you through an existing business relationship between IBM and Harte-Hanks, Marketing Support Advantage extends IBM's buying power - and consequent pricing breaks - to you. Through this service, you can reach more prospective customers, better targeting your seminar audience.

- Co-Marketing - Materials
Fully downloadable Seminar Solutions materials are available for all levels of Business Partners. These materials provide step-by-step guidance on how to run a successful seminar.
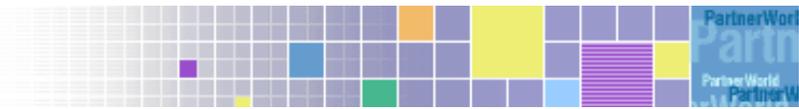
- Co-Marketing Funding for Software Resellers
  (*See Section 9 of this guide for more information about the Top Contributor Initiative for Software Resellers*)
  IBM understands just how important marketing funds are in order to support activities that help to drive demand, generate leads, and ultimately close sales. By investing in IBM marketing activities, IBM will co-fund the pre-approved marketing activities making your marketing investments go further.

- Public Relations (PR) Support
  This benefit provides PR support for joint announcements that are led by the Business Partner or IBM. This new benefit will allow Premier Business Partners to include an IBM executive quote in press releases that meet criteria for news worthiness as judged by IBM's PR and/or IBM's PR agency of record. Examples of "news worthiness" include: proven increased customer ROI, major customer successes, win backs and/or ties to major industry trends, such as wireless and LINUX. (Note: Executive quotes will not be available for Business Partner press releases being issued as part of their participation at the PartnerWorld event unless the Business Partner is included in a major IBM announcement.) It is the responsibility of both the IBM PR team and the Business Partner PR team to approve final copy.

IBM Start Now Solutions for e-business

- IBM Start Now Solutions
  Start Now is more than a family of SMB (small and midmarket) e-business solutions. It is IBM's key SMB solution enablement, sales and delivery methodology designed exclusively for IBM Business Partners. The IBM family of Start Now Solutions provides you with a range of solutions designed to address your customers' critical business needs, rapidly, cost effectively and profitably for you.

  Each IBM Start Now solution is built on IBM e-business software, brands your customers already know and trust, DB2, Lotus, WebSphere and Tivoli. Each solution employs the same methodology and all provide you with sample scenarios, marketing and sales materials, training resources and detailed technical information at your fingertips. All of these materials show you how to sell and implement customer solutions. In addition, IBM Start Now Solutions are only available through IBM Business Partners.

  When you deliver a Start Now Solution, you know:
  - What software (and hardware) is required;
  - How much time it should take to customize, deploy, scale, and;
  - How much revenue you should expect to generate

  Because all Start Now Solutions employ the same basic methodology and structure, you can deploy solutions faster, especially those you do the second time and beyond. For even the most skilled Partners, there is no better way to deliver reliable, scalable, affordable e-business solutions than with the repeatable methodology
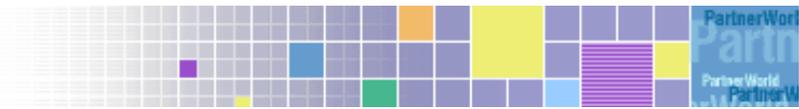
of Start Now Solutions. These solutions also enable the Business Partner to either build new e- business practices or exploit existing ones by widening their portfolio of solution offerings. This enablement methodology enables you to quickly obtain skills in multiple IBM power brand products.

The following is a list of Start Now's customizable, scalable, and affordable family members of the e-business solutions.

- Start Now Business Intelligence Solutions - Analyze and understand business data for better decisions
- Start Now Collaboration Solutions - Extend and enhance Web sites with human interaction
- Start Now Content Management Solutions - Manage and secure business critical content
- Start Now e-Commerce Solutions - Buy and sell over the Internet
- Start Now Infrastructure Solutions - Build and deploy the foundation for e-business
- Start Now Infrastructure Management Solutions - Manage and secure your infrastructure assets
- Start Now Wireless Solutions - Provide mobile employees with access to e-mail, corporate data, and vital business information

There is a major new addition to the Start Now Solutions family in 2002 called IBM Start Now Solutions Proven. IBM Solution Developer Partners have developed hundreds of application solutions, the best of which are being enhanced to integrate with the Start Now program. An entirely new and additional set of solutions to meet almost every conceivable business need -- Customer Relationship Management (CRM), Enterprise Applications, Business Operations, Supply Chain, and much more--will be made available. This means you get the same flexibility, capability to customize, quick and easy installation and configuration, rapid implementation, and sales and marketing support that comes with every Start Now solution.

Software Business Partner Directory

- Business Partner Listing
  This Web-based directory is available from the public side of the Web site where customers and Business Partners can locate qualified PartnerWorld for Software Business Partners to help them select the best IBM software solutions for their businesses.

  The listing includes Premier, Advanced, and Member level Business Partners who have individuals within their locations with accepted technical certifications and who agree to have their company information displayed on this public Web site.

  There are a variety of search options available. Premier PartnerWorld for Software Business Partners are listed first, followed then by Advanced level and then Member level Business Partners with approved certified skills. All listings are alphabetical within each level.

Connecting Business Partners to Business Partners

PartnerWorld for Software connects you to relationships that can help you grow your business and
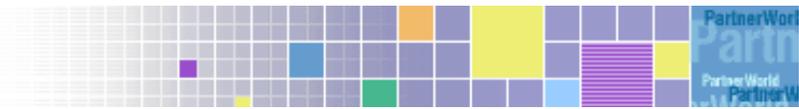
increase your success. As a participant in PartnerWorld for Software, consider yourself part of a worldwide network of e-business resources and skills you can tap into when you need to and where you want.

- Business Partner Connections
  Whether you are determining if you need a Business Partner or are ready to find one, Business Partner Connections will provide roadside assistance for your journey. Features include:

  ◆Business Partner Search: Search for a Business Partner in a variety of ways, including: certifications, Business Partner level, industry, and product group. Only PartnerWorld for Software Premier, Advanced and Member levels with approved certified skills are displayed to other Business Partners using BP Connections.

  ◆Solution Search: Search for a solution developed by a Business Partner. You can search for a solution in a variety of ways, including: solution area, operating system, hardware platform, technology, industry, software, customer size, market segment, language, and country.

  ◆Connection Tools: Take a series of self-assessments to help determine if you already have what it takes to successfully team with another Business Partner. Business Partner Connections offers tools to help you define your purpose for connecting, assess your readiness to team with another firm, know your value to and requirements of another Business Partner and determine who will do what in your new connected relationship.

  ◆Educational Opportunities: Knowledge is one of the most important success factors in business today. Business Partner Connections provides you with access to education offerings and tools to help you develop an effective channels strategy.

  ◆Business Partner Networking Events: These events will provide you with the opportunity to network with other Business Partners, learn what's new about Business Partner Connections and information from various IBM sponsors. You can review events in a number of ways, including: date, geography, sponsor, city, state and country. Once you find the event you are looking for, Business Partner Connections allows you to register online.
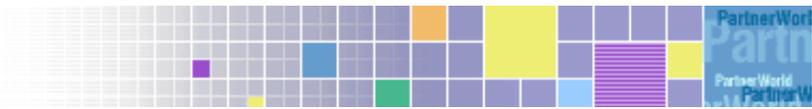
SOFTWARE OFFERINGS

PartnerWorld for Software will provide access to demonstration and evaluation software along with software you can use in running your business. These offerings demonstrate the value of your participation in PartnerWorld for Software and can help you increase operational efficiencies and productivity.

- Demo and Evaluation Software
  This software is not-for-resale (NFR) and is provided to you for demonstration and evaluation purposes only. All software is available on CD, and most is available by electronic software download (eSD) as well.

	Member	Advanced	Premier
Physical (CD-ROM)	1 set of each Software product version per Business Partner location	3 sets of each Software product version per Business Partner location	Unlimited sets of each Software product version made available to each Business Partner Location
Electronic (eSD)	Unlimited downloads	Unlimited downloads	Unlimited downloads

- Run Your Business Software
  Examples of software that are available for selection includes a variety of software for all four power brands: DB2, Lotus, Tivoli and WebSphere. Multiple languages are available.

  Run Your Business software is available for the following situations:
  - ⇨ it is for use in the day-to-day Business Partner operations
  - ⇨ software licenses are for internal use at the company location
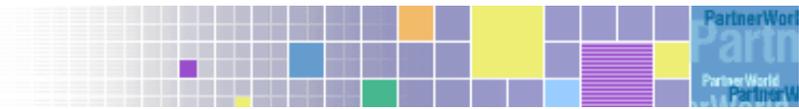
EDUCATION AND CERTIFICATION OFFERINGS

Education and training are key factors in providing you with the necessary skills to sell and support the IBM software portfolio. This education is available to you in many formats -- from traditional classroom settings to seminars and satellite broadcasts.

Skills Planning

PartnerWorld for Software offers you education and training options through various media to help you develop the skills you need to deliver successful solutions.

- Certification/Education Roadmaps
  The IBM Professional Certification Web site allows a candidate to review and select a desired certification role. After clicking on the desired role, the candidate may then review the education roadmaps that will help to prepare for the test. In some cases, a candidate may select from a choice of elective tests that is best suited to their abilities and needs. Some roles also offer a shortcut by giving credit for a certification obtained in other industry certification programs. More information can be found at www.ibm.com/certify

- Education Schedules
  Education schedules are available at the following Web sites:
  - IBM Learning Services: http://www-3.ibm.com/services/learning/
  - Lotus Authorized Education Centers (LAEC): http://www.lotus.com/home.nsf/welcome/educationschedule

Discounted Education

- Business Partner Discount (up to 25 percent)
  All Business Partners are entitled to discounts of up to 25 percent off the advanced technical training offered by IBM Learning Services.

  For Lotus based education, selected Lotus Authorized Education Centers (LAECs) offer a special opportunity for PartnerWorld for Software Business Partners to register and attend Lotus technical courses at a 25-percent discount.

- Education Discount Card (Where Available)
  IBM Learning Services offers Business Partners a special opportunity to purchase an education discount card for their employees. This card can be purchased for an annual fee on an individual basis only and allows the employee to attend an unlimited number of classes and conferences at no extra charge. This card is good for one year from date of purchase. To obtain specific Business Partner discounts or for more information, consult the IBM Learning Services Web site at: www.training.ibm.com/ibmedu

Tuition/Test Reimbursement - We Pay Offerings
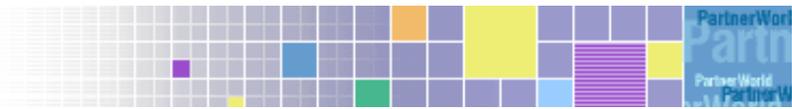
Through tuition and test reimbursement under the We Pay Offerings, Business Partners can offset the expense of building technical, sales, and business skills. We Pay Offerings include reimbursement for selected certifications, courses, and tests. The We Pay Offerings are defined on an annual basis, and what is eligible for reimbursement may vary depending on specific geography considerations and focus. Brand campaign initiatives and current market skill needs play an important part in what will be available during that period. We Pay Offerings include You Pass, We Pay; You Test, We Pay; and You Attend, We Pay.

- You Pass, We Pay Offering   Business
 Partners are reimbursed for some or all of their tuition fees when certifications eligible for reimbursement are achieved.

- You Test, We Pay Offering   Business
  Partners are reimbursed for test fees incurred for achieving eligible certifications. IBM PartnerWorld for Software Business Partner employees are entitled to claim reimbursement once for each eligible You Test / We Pay certification test regardless of the student's pass/fail status on the specific test.

- You Attend, We Pay Offering   Business
  Partners are reimbursed for class charges of eligible classes.

Sales Education
Through a range of sales education offerings, PartnerWorld for Software enables you to strengthen your sales skills or acquire new ones. You can choose from offerings that enhance your understanding of unique business value propositions. You can hone your product and solution selling skills or you can focus on e-business sales education. It's all possible through PartnerWorld for Software.

- Web-based Brand Tools and Guides to Sell IBM Software
  All levels can take advantage of these information rich tools and guides that will give you many tips on selling IBM Software.

  - Getting Started Selling our Software Guide
    Once the Business Partner makes the decision to invest in IBM software, they can access online tools for Getting Started Selling our Software. These online toolkits provide valuable brand information to assist with selling our software and become productive as quickly as possible. This toolkit includes a Brand specific Steps to Success Roadmap, IBM Contacts, Offerings Overview, Sales and Marketing, Education, Technical Support, Frequently Asked Questions, and URLs/Brochures.

  - Profit from Selling our Software Guide
    This online tool provides our Business Partners with information about IBM software brands for making investment decisions on expanding their selling portfolios. The Business Partner can access value
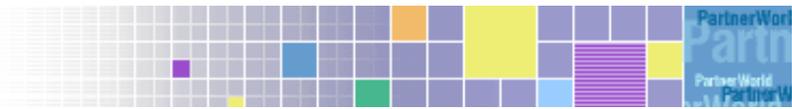
propositions and other brand collateral and brochures for making decisions on growing their IBM software sales portfolios and their overall IBM software revenue.

- ◆ Tools for Selling our Software
  In addition to the Getting Started toolkit, the Business Partner can also access Tools for Selling our Software which includes all of the available tools for selling our software. This toolkit provides the Business Partner with one place to go to find all of the available tools for selling our software. These tools include Sales and Marketing Information, e-business Concepts and Solutions, Signature Sales Resource, Competitive Strategies, Executive Assessments, and links to Brand URLs and Resources.

- Signature Selling Methodolgy Workshops
  With a continued emphasis on delivering the most up-to-date sales training, PartnerWorld for Software is offering the Signature Selling Training. This is the same training that is given to all IBM software sales representatives.

- e-Business Sales Education
  A range of courses in classroom and CBT format as well as publications are offered for e-Business Sales. This education is also designed to prepare the candidate to take the test for IBM Certified Advisor for e-business - Solution Advisor.

- DB2, Lotus, Tivoli and WebSphere Sales Education
  IBM offers you a complete complement of software product sales education to help you obtain the skills to build profitable customer relationships. In the product specific education, you learn about the product strategy, how to sell the products, competition and where to go for support. In the follow on solution selling product classes, you work with customer scenarios where you apply your signature selling and product knowledge to create a solution. Together this training prepares you to take the sales Mastery test, which satisfies the sales competency requirement for PWSW Advanced and Premier levels.

Technical Education

- Product Courses
  Education and training courses on IBM software products, including DB2, Lotus, Tivoli and WebSphere, are provided and focus on installation, configuration, integration and problem determination / problem source identification. Many of these courses may lead to formal skills certification via tests delivered through third-party vendors. These education courses are available through IBM Learning Services and Lotus Authorized Education Centers. Courses may be classroom-based or use alternative media.

- Pre-announce and early training on new products and major releases
  Advanced and Premier Partners may have an opportunity to receive pre-announcement training for new IBM software products and major releases, if available. This training is provided using a variety of delivery methods such as e-seminars, webcasts/teleconferences, satellite broadcasts, and streaming video on the
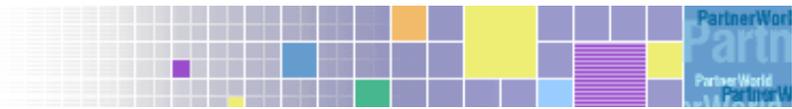
Web.   The objective is to prepare you to immediately start selling the products at announcement and to prepare you to provide and/or update solution offerings.

Distance Learning

Learning is no longer restricted to traditional classroom settings. Distance learning technologies have opened up a world of education alternatives. To make it simpler and more affordable for you to acquire education, PartnerWorld for Software uses these technologies to deliver computer-based teaching.

- PartnerWorld University
  PartnerWorld University, a no-cost Web-based offering for all IBM Business Partners, is designed to enhance your knowledge of e-business and better leveraging your participation in IBM PartnerWorld. Curriculum focuses on e-business selling skills and a variety of PartnerWorld initiatives, including Campaign Designer, Business Partner Connections (BPC), Business Partner Events (BPE), PartnerPlan and many more. Courses will be updated regularly so that you continue to refine your e-business selling skills through PartnerWorld University and remain well informed about PartnerWorld initiatives that can help you drive demand for your solutions.

- Computer Based Training Modules (CBTs)
  IBM Learning Services / Lotus Education provide more than 500 titles of computer-based training modules on IBM and Lotus products and skill areas. Additional titles are available on other key industry product offerings.

Business / Executive Education

A variety of executive education offerings are available through PartnerWorld for Software. You can acquire specific business skills through workshops and seminars or you can strengthen your skills in specific areas that will help you grow your business. You can also learn the fine art of teaming with other Business Partners.

- Business Partner Executive Institute
  The Business Partner Executive Institute (BPEI), located in Palisades, New York, provides an exclusive, world-class educational opportunity for Business Partner executive development in business management issues that have a direct relationship to their success. The institute's mission is to focus on the key aspects of helping Business Partners grow and expand their businesses. IBM and university experts in the areas of organization and technology strategy, leadership, customer service, knowledge management, and e-business solutions will lead your learning experiences. Business Partners are offered a variety of workshops such as "Becoming a Successful e-business Solution Provider", "Financial Management for Growing Companies", "IBM Business Partner Owner's/President's Program", "The Leader's Challenge", "Strategy Planning Workshop". To obtain additional information on the BPEI, visit the Web site at http://www.ibm.com/ibm/palisades/bpei

- Connecting with other Business Partners
  This includes education offerings on successful teaming.

PartnerWorld
for Software
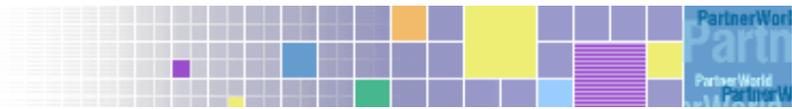
TECHNICAL SUPPORT OFFERINGS

Recognizing the importance of world-class technical support in the sale and installation of software solutions, PartnerWorld for Software offers comprehensive technical support options to meet your needs. These services augment your own in-house capabilities and any support provided by your software distributors. By combining complimentary and purchased services, you can economically meet your customers' technical requirements.

Our strategic direction is to ensure a complementary portfolio of telephone and Web-based support options to address your needs from application development to sales and installation and usage. We'll continue to expand our Web-based support capabilities which will help provide access to similar types of support worldwide.

Web-based Self-Help Support

- Technical Support Web Portal for IBM Business Partners
  This is the Technical Support Web portal for all IBM Business Partners. It incorporates all IBM key brand and product support, Solution Assurance content, Business Partner-specific support, education and certification, and technical reference sites.
  www.ibm.com/partnerworld/techsupport

- Self-help Technical Support for IBM Middleware
  Specific 24 X 7 self-help support on IBM middleware via the Web, including access to Frequently Asked Questions (FAQs), information maps linking to sources of technical data, software fixes, access to databases of fixed problems, bulletin boards, integration starter kits for e-business, sample code, white papers, and red books. Register for an ID and password for Web-based technical support through the PartnerWorld for Software, Business Partner Zone Web portal. Once registered, access the technical support at the following Web site.   www.developer.ibm.com/welcome/technical1.htm

Web-based Solution and Application Development Support

- Q&A Forums
  This enables eligible Business Partners to submit public forum questions and receive a response from skilled technical resources in IBM technologies. Look for eQ&A (Electronic Q&A).

- Private Q&A
  This enables eligible Premier Business Partners to submit private questions and receive a response from a skilled technical resource in IBM technologies (one to one e-mail exchanges). Look for AAQ(Ask A Question). This benefit now includes initial solution deployment for 2002.

Technical Sales Support via Telephone

- TechLine
  Technical sales support can be accessed through PartnerLine to assist all eligible Business Partners when selling software solutions. Assistance is provided on product information and positioning, technical marketing
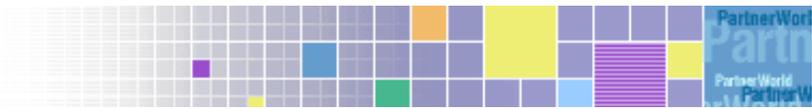
information, initial solution design, complex configurations and some competitive products and sales strategies.

Installation and Usage Support via Telephone

- Installation and Usage Support for Business Partners
  Installation, usage, ("how to" Q&A's), defect support and problem determination/problem source identification is provided by IBM on all paid up   Passport Advantage software licenses as of October 1, 2001. All previously purchased and installed software licenses are eligible for IBM support maintenance contracts. Business Partners are eligible to utilize the support as a Named Caller on their customer's paid up license. Additionally, there are fee-based offerings for supported IBM software products available for Partners to purchase.

On-site Support

- Technical Mentoring
  Premier and Advanced Business Partners may qualify for and receive technical mentoring for significant software sales opportunities.

- Critical Implementation Support
  In selected significant engagements, Premier Business Partners may receive on-site implementation assistance when remote support is no longer effective.
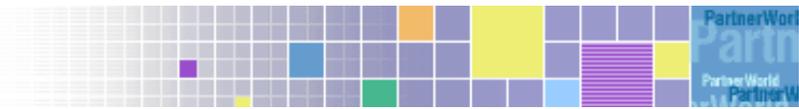
INCENTIVES OFFERINGS

PartnerWorld for Software wants its relationship with you to be as rewarding as possible. Consequently, you may become eligible to take advantage of numerous incentive plans and business support offerings. Incentives and offerings are flexible so that you can decide how to use the funding to streamline your business processes and increase revenue

- Market Growth Fee for Software Resellers
  (*See Section 9 of this guide for more information on the Top Contributor Initiative for Software Resellers.*)
  The Market Growth Fee gives Business Partners an opportunity to earn fees based on sales performance against an agreed to midmarket revenue target--the more you sell, the more you earn.

- Now You! Sales Contest for Software Resllers
  (*See Section 9 of this guide for more information on the Top Contributor Initiative for Software Resellers.*)
  The Now You! Sales contest is designed to recognize and reward Business Partners, and sales professionals (where applicable). Earn points for prizes--each transaction will earn you points that can be attributed to individuals sales professionals by the Business Partner within their organization. Plus, the top performing companies will have the opportunity to earn a trip of a lifetime.

- Passport Advantage
  Passport Advantage is the single, simple way to make the most of your customers' investment in software technology. This comprehensive volume licensing program from IBM includes software, software subscription and support for any size organization, anywhere in the world. Passport Advantage offers a breadth and depth of solutions no other program can deliver--everything from e-business and middleware to communication and collaboration.

  Passport Advantage is available in three cost-effective options, to match the way all organizations acquire and manage their software, saving money through greater efficiency and improved pricing. So, if an organization has as few as five PCs, they could be eligible to become a Passport Advantage customer. For more information, visit Web site www.ibm.com or www.lotus.com/passportadvantage

FINANCING OFFERINGS

- IBM Global Financing

  Financing can be a critical component of any e-business solution. IBM Global Financing can finance all your IT software solutions, IBM and non-IBM. In fact, IBM Global Financing (IGF) enables you to finance all types of software, either independently or as part of a total solution. This includes a range of software solutions, such as:

  - Application-enabling software - Net.Commerce for e-business

  - Databases such as DB2 Universal Database, MQSeries networking

  - Integration Network management software - Tivoli Enterprise and Tivoli Database Management Business

  - Personal software - Lotus Smartsuite, Lotus Notes and Lotus Domino

  - Business Partner software - packaged and custom business applications, and independent software vendor solutions

  IGF provides Business Partners with a single source to satisfy many financing needs. This provides the platform to grow your business and develop more profitable, long-term relationships with your customers.

  Why IGF?

  Select an IBM Global Financing solution to help you fuel greater business growth, boost profits and close sales faster. You can use IBM's commercial financing services to react more swiftly to business opportunities. Attractively priced loans and cash advances are available to finance inventory debtor book, acquisition and other business ventures.

  With more and more companies preferring to finance IT purchases, IBM Global Financing can give your solutions an extra competitive advantage. As an IBM Business Partner, you can offer your customers the most popular financing solutions in the industry for their IT acquisitions, direct from the world's leading IT financier - IBM Global Financing.

  IBM Global Financing is provided through IBM Credit Corporation in the United States and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms offering type, equipment type and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension or withdrawal without notice.
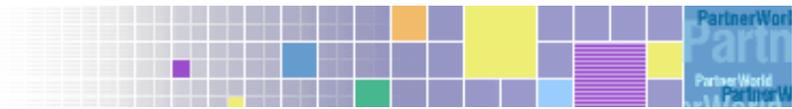
RELATIONSHIP SUPPORT OFFERINGS

PartnerWorld for Software makes it easy for you to work with IBM as a member of our team. Beyond your single electronic business relationship, you enjoy phone support through a single point of contact called PartnerLine, relevant communications from us based on your interests, opportunities to participate in special events and recognition programs, and flexibility to centrally manage your company relationship across multiple locations within a geographic region.

Membership Support

PartnerWorld for Software provides access to a variety of communication tools through which membership support is provided. We make it simple to stay informed so that you always have easy access to the most current information you need on PartnerWorld for Software and your membership.

- Membership Centre Hotline
  Assistance and support is provided to all participants in PartnerWorld for Software through the Membership Centre Hotline. Regions within each Geography have designated telephone numbers and e-mail addresses where you can contact the Membership Centre. These are available via the PartnerWorld for Software Web site.

- PartnerLine
  PartnerLine is your single point of contact to call. It provides call transfers to appropriate organizations and validates you for entitled benefits prior to call transfer.

- PartnerWorld for Software Web Site
  This is the portal for the PartnerWorld for Software Business Partner. The Web environment has three basic elements: two public Web sites and one private. In addition to providing access to information about PartnerWorld for Software, the public elements provide access to the Software Business Partner Directory and to the membership application. The private element, Business Partner Zone, is under ID/Password control. In it you will find the Membership Centre which allows you to perform transactional functions, such as maintaining your profile, ordering the Value Package for Software, and requesting software. Business Partner Zone also provides information to which you are entitled based on your profile (Geography, language, membership level, etc.). This information includes marketing and sales support, education and certification, technical support, incentives, technology access, etc. For more information, visit: www.ibm.com/partnerworld/software

- Welcome Kits
  PartnerWorld for Software provides a Welcome Kit for new Business Partners that includes many useful resources such this official guide, membership CDs, plus valuable information about technical support, professional certification and other information. The contents are subject to change without notification.
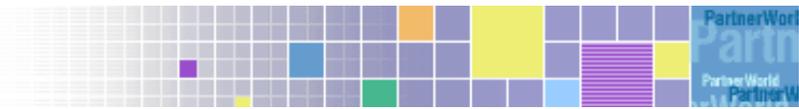
- Business Partner Communications
  PartnerWorld for Software updates and other significant campaign and product information are communicated through regular mailings, electronic mailings, newsletters, events, satellite broadcasts, and Web sites. Business Partners must subscribe to brand-specific newsletters.

Special Events
- IBM PartnerWorld Event
  Scheduled in the first quarter of the calendar year, the PartnerWorld event is a global conference for Business Partner and IBM executives. It is attended by guests on an invitation-only basis and includes general sessions conveying key messages, strategy and programs; product, industry and program elective sessions; and a large exhibit area demonstrating Business Partner and IBM solutions, offerings, and support services. Conference attendees continue to give the event high marks as a networking forum for IBM and Business Partner executives.

Recognition
- Beacon Awards
  The Beacon Awards recognize the leaders of the e-business revolution: our software Business Partners worldwide who have excelled in providing quality e-business solutions and services to customers based on DB2, Lotus, Tivoli and WebSphere technologies. Several categories for both Lotusphere and PartnerWorld are judged by a team of leading industry press and analysts along with IBM executives. Categories reflect the commitment of Business Partners worldwide to providing innovative solutions and services for burgeoning markets based on key software technologies. Nominations open in the third quarter of the calendar year and Business Partners can nominate their solutions via the Beacon Award links on the PartnerWorld for Software Web site. The awards events are by invitation only and are held at Lotusphere and the PartnerWorld Conference.

Enterprise Capabilities
- Global Profile Management
  To simplify and streamline administration across an enterprise, a single Authorized Profile Administrator (APA) can be assigned to globally manage all PartnerWorld for Software location profiles and entitlement for each location within an enterprise. The APA can manage all enterprise profiles with a single ID and password, regardless of the number of locations within an enterprise. Moreover, the APA can easily switch between enterprise locations without re-entering their password and ID. Whenever the APA accesses a different location, PartnerWorld for Software's portal changes to match the entitlement of that new location.

  The Enterprise Record allows the APA for an enterprise to manage a list of all the locations within an enterprise globally--primarily for reporting purposes--regardless of individual locations' levels in PartnerWorld for Software. This Enterprise Record also includes support for the Enterprise Option, simplifying administration.
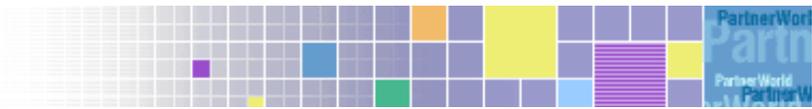
- Aggregated Criteria/Benefits Using the Enterprise Option
  Within the Enterprise Record, the Enterprise Option is a benefit for Advanced and Premier level participants in PartnerWorld for Software. It allows an enterprise to aggregate location criteria across multiple locations to optimize benefit entitlement and flexibility for the enterprise. If all locations selected to participate in the Enterprise Option qualify as Premier participants in aggregate, each can receive Premier level benefits. If all locations selected to participate in the Enterprise Option qualify as Advanced participants in aggregate, each can receive Advanced level benefits.

  The Enterprise Option is available by geography - North America; Latin America; Asia Pacific; Europe, Middle East and Africa.
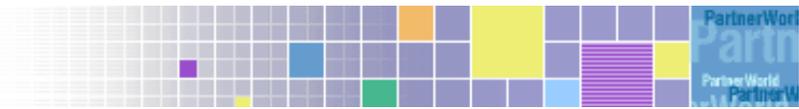
Section 8: Value Package for Software - Benefits in 2002

As a participant in IBM PartnerWorld for Software, you have an opportunity to build on an already rich set of no-charge benefits available from IBM by purchasing a Value Package for Software. This package includes education reimbursement, technical support, IBM software offerings and selected marketing support benefits. The aim is to provide the education, technical support and software you need to help you build your skills, bring your products and solutions to market, and achieve your business profitability objectives.

The Value Package for Software reflects PartnerWorld for Software's investment-based structure. Contents in each package vary and are defined by the level at which you participate in PartnerWorld for Software. Higher value benefits are provided to Business Partners participating in PartnerWorld for Software at higher levels.

The Value Package for Software is a rich combination of offerings and is available for $2000 USD/ year to all levels of PartnerWorld for Software Business Partners. A Value Package is valid for the location that purchased the benefit package for the annual term of January 1st (or date of purchase) to December 31st, unless otherwise stated. If any authority imposes a duty, tax, levy, or fee, excluding those based on IBM's net income, upon any transaction, then you agree to pay that amount.

The following table lists all benefits available within the Value Package for Software in 2002.
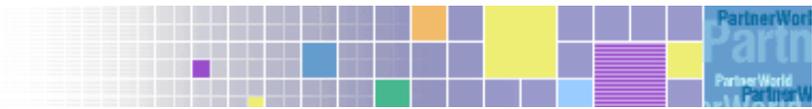
PARTNERWORLD FOR SOFTWARE	BENEFITS PROVIDED THROUGH PURCHASE OF 2002 VALUE PACKAGE (SEE SECTION 7 FOR BENEFITS DEFINITIONS)		
	Member	**Advanced**	**Premier**
SOFTWARE			
Software/Technology			

• Demo & Evaluation SW (NFR)
   - Electronic SW download
   - CD Media
	X	X	X

• Run Your Business SW	X	X	X
EDUCATION			
Enablement/Education			
• "We Pay" Offerings......... reimbursement for selected technical, sales, business education	X	X	X
• Pre-announce and early training on new products and major releases		X	X
TECHNICAL SUPPORT			
• Technical Sales Support (TechLine)	X	X	X
• Web-based Solution Support - Q&A Forums	X*	X	X
• Technical Mentoring for significant sales opportunities		X	X
• Critical Implementation Support			X
• Web-based Solution Support - Private Q& A			X
MARKETING AND SALES SUPPORT			
• Marketing Support Advantage	X*	X	X
• PR Support (e.g. joint announcements)			X

*Members must have an accepted technical certification to qualify for this benefit.
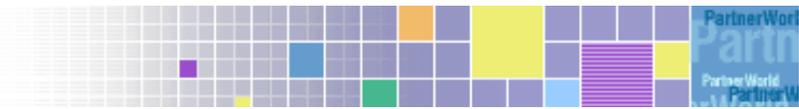
Section 9: Initiatives

Top Contributor Initiative for Software Resellers
(Your PWSW id and password will be required to access this hyperlink.)

The Top Contributor Initiative for Software Resellers was designed and developed in order to recognize and reward our Business Partners who focus on the midmarket space. This initiative comprises of three financially rewarding incentive offerings:

|		
Market Growth Fee	-	**The more revenue you generate, the more you can earn**
Co-Marketing	-	**Link your marketing with ours**
Now You!	-	**Sales contest**, earn points for prizes, or be one of the top performing companies eligible to receive a trip of a lifetime

- The **Market Growth Fee** gives reselling Business Partners an opportunity to earn fees based on sales performance against an agreed-to midmarket revenue target--the more you sell, the more you earn.

- **Co-marketing**--IBM understands just how important marketing funds are in order to support activities that help to drive demand, generate leads, and ultimately close sales. By investing in IBM marketing activities, IBM will co-fund the pre-approved marketing activities making your marketing investments go further.

- The **Now You! Sales** contest is designed to recognize and reward Business Partners, and sales professionals (where applicable). Earn points for prizes--each transaction will earn you points that can be attributed to individuals sales professionals by the Business Partner within their organization. Plus the top performing companies will have the opportunity to earn a trip of a lifetime.

Lotus Authorized Education Centers (LAECs)

Technical training is one of the hottest areas of growth today, and Lotus products are at the forefront of today's technology trends. The LAEC initiative offers an excellent opportunity to meet those ever-expanding student training demands and build a mutually beneficial relationship directly with Lotus.

The Lotus Authorized Education Center initiative is for independent software training companies that provide technical and certification-based training on Lotus products. LAECs may also provide end user and custom training on Lotus products to complement their offerings. Through this initiative, Lotus delivers quality education services to customers throughout the world.

Selection is based on proven excellence in training, available facilities and equipment, instructor expertise, and geographic coverage. LAECs must use networked classroom facilities that meet Lotus' equipment
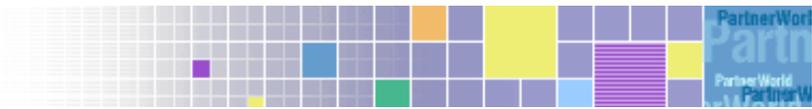
requirements, use Lotus Authorized Courseware for all relevant course offerings, and employ a Certified Lotus Instructor (CLI).

The initiative is founded on a strong joint working relationship established between a Lotus Education regional account representative and the LAEC. The LAECs enjoy a close working relationship with Lotus and are encouraged to take an active role to grow their education business as well as provide feedback on Lotus' courseware and other education offerings.
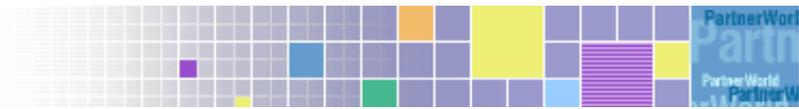
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Section 10: Glossary of Terms

Certification Roadmap

A menu which guides you to what tests are required to obtain specific certification roles (titles) that is organized by IBM product brand. The menu includes test objectives, sample tests, recommended education and publications, and assessment tests.

Consultant

A consultant provides comments, evaluation, consulting advice and guidance to customers or end users. A consultant also identifies offerings and solutions that satisfy business and market needs, establishes requirements to justify cost and Return On Investment (ROI), and may set criteria for test and evaluation for identified offerings and solutions. Often consultants have no stake in the customers final selection.

Developer / Independent Software Vendor (ISV)

A developer or ISV is a company or a department within a company that develops proprietary software, and may in turn provide the software component for a total solution. An ISV sells its software through a direct sales force and/or through its network of Solution Providers. ISVs recommend hardware or software to the customer or end user.

Distributor

A distributor's primary focus is on its distribution competency -- selling to other companies that sell to end users and providing value-added services. Value distributors provide significant value-added services, such as demand generation, technical support and value bundles to their resellers, and also maintain strong in-house technical support skills to support these services. Distributors typically carry a large volume of selected products from different vendors and provide quick availability of those products. Distributors are generally large organizations that purchase high volumes of products that carry little or no value-added or support. Due to their large economies of scale, distributors are able to generate profits by managing their business efficiently and through high inventory turnover.

e-business

e-business is the transformation of key business processes through
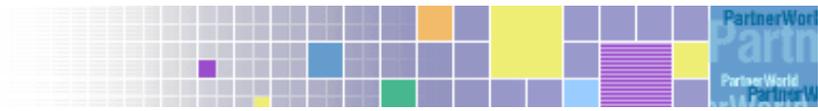
the use of Internet technologies.
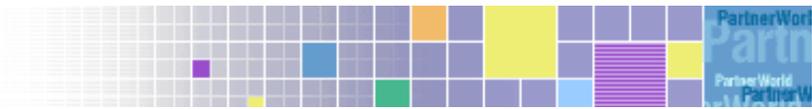
e-business essentials

The knowledge, skills, tools and applications required to transform
and develop key business processes through the use of Internet
technologies.

Enablement

Key skills/skills you can develop to make you work smarter by following
the recommended roadmaps provided within Partner Education.

IBM PartnerWorld

PartnerWorld is IBM's worldwide marketing and enablement program
designed to create new revenue and market opportunities for IBM
Business Partners. Together we can provide customers with
e-business solutions encompassing the entire portfolio of IBM
products, technologies, services and financing. Bookmark IBM
PartnerWorld as your online resource!

Integrator

An integrator is a firm that builds its business around the core
competencies of business transformation and re-engineering,
consulting and integration implementation. Systems integrators
typically take project responsibility and associated risks for designing,
developing and implementing major complex customized solutions,
providing project management, custom software development,
multi-vendor software and hardware integration, and complex solution
design and implementation. Integrators typically generate more than
75% of their revenue from services, and are known for their strong
in-house technical skills and expertise in a particular solution.
Integrators' relationship with a vendor can be on a fee or remarketing
basis.

Reseller

Resellers, or Solution Providers, give complete business solutions
and substantial value-added services to their customers. Solution
Providers, which are typically focused in vertical or cross-industry
application solutions, may work either on a remarketing basis or on a
fee basis from the vendor. Solution Providers resell large volumes of
standard offerings directly to their customers, and focus on quick
product delivery, competitive pricing and other associated product
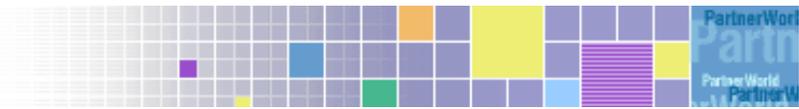
services, such as financing or installation support. In addition to Solution Providers, other names for Resellers are dealers, software resellers, printer resellers and retailers. Retailers focus on providing offerings to consumers and to the small office/home office (SOHO) market.

Service Provider

A Service Provider offers customized business services to customers. These services take many forms, including application services, network services, Internet services, storage services or general I/T management services ranging from a single function (i.e, Web hosting) to managing the entire operation (i.e., outsourcing).

Roadmap (Education)

A roadmap identifies education and certification offerings ranging from self-studies and classes to events and on-the-job activities, which will enable a person to attain a specific proficiency and certification level in a certain skill. Roadmaps define the primary development activities to enable Business Partner employee skill development and encourage Business Partner firm success. Roadmap objectives are aligned with competencies and skill profiles to help Business Partners gain skills.

Solution

Solutions from IBM that combine the best of what is known by the company and its Business Partners. Procurement, supply chain, product management, enterprise application and customer relationship are examples of solutions.

Access to additional definitions is available through the IBM PartnerWorld site.

Glossary of IBM terminology

Ever encounter terminology at IBM that you don't understand? IBM uses acronyms extensively. Many of the acronyms used throughout IBM PartnerWorld and www.ibm.com are spelled out in full in these additional glossaries. For more acronyms, check out the:

Glossary of Computing Terms
Computer Acronym and Abbreviations Index
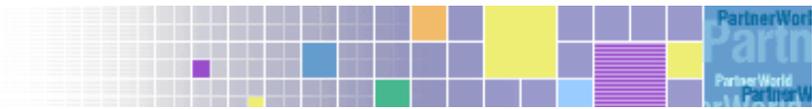
Trademarks

The following are trademarks or registered trademarks of International Business Machines Corporation in the United States and/or other countries: IBM, the IBM logo, DB2, PartnerWorld, Tivoli and WebSphere. Lotus is a registered trademark of Lotus Development Corporation and/or IBM Corporation in the United States and/or other countries.

All other company, product and service names may be trademarks or service marks of their respective owners.

Track Guide Updates

The track guide is updated as required* and posted to the Web site. Please download the latest version as your reference guide. This version was edited in September 2002.

*As per the terms of the PartnerWorld Agreement:
We will notify you if there are changes to the Agreement. Changes will be provided by posting them, or the Agreement with the changes incorporated, at www.ibm.com/partnerworld/software. You agree to check the Web site for changes, once notified.