



IBM Systems and Technology Group

IBM Technical Support and Enablement for Business Partners

January 2005

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














Agenda

- **Objectives**
- **How do we rate?**
- **What's our support and enablement strategy?**
- **What is new?**
- **What is available?**
- **What are our new self-support / enablement tools and capabilities?**
- **Questions...**

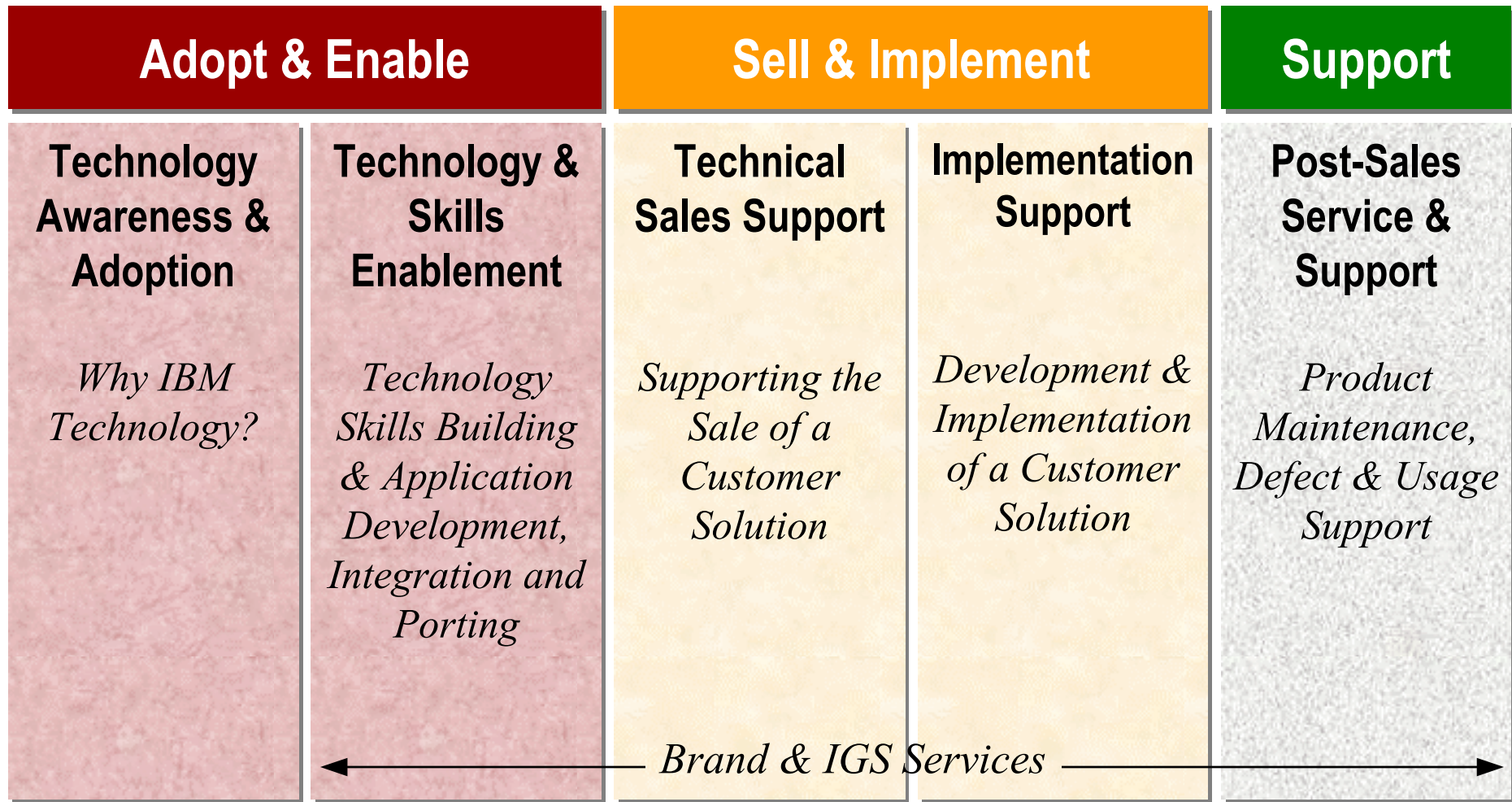
Objectives

- **1) Provide a clear understanding of eServer technical support and enablement options**
- **2) Explain the new integrated PW technical support benefits**
- **3) Introduce the IBM Certified Infrastructure Systems Architect for Business Partner**
- **4) Describe capabilities of the Virtual Innovation Center for Hardware, including the Virtual Loaner Program and Sales Support Tools**
- **5) Promote utilization of these resources and benefits from IBM**

How do we (IBM) rate?

Technical Support Questions – BP Satisfaction for PW Systems & Services	WW YE 04 vs YE 03	Over 75% Positive	AG YE 04 vs YE 03	AP YE 04 vs YE 03	EMEA YE 04 vs YE 03
Overall Satisfaction (not just TS)		Y			
Technical Support Index	New	Y	New	New	New
Technical Sales Assistance		Y			
Technical Support (HW & SW usage & defect)		Y			
Skills Development (Training & Certification)		Y			
Solution Integration & Application Development	New Q	=	New	New	New
Electronic Support		Y			

Strategy - End to End Technical Support



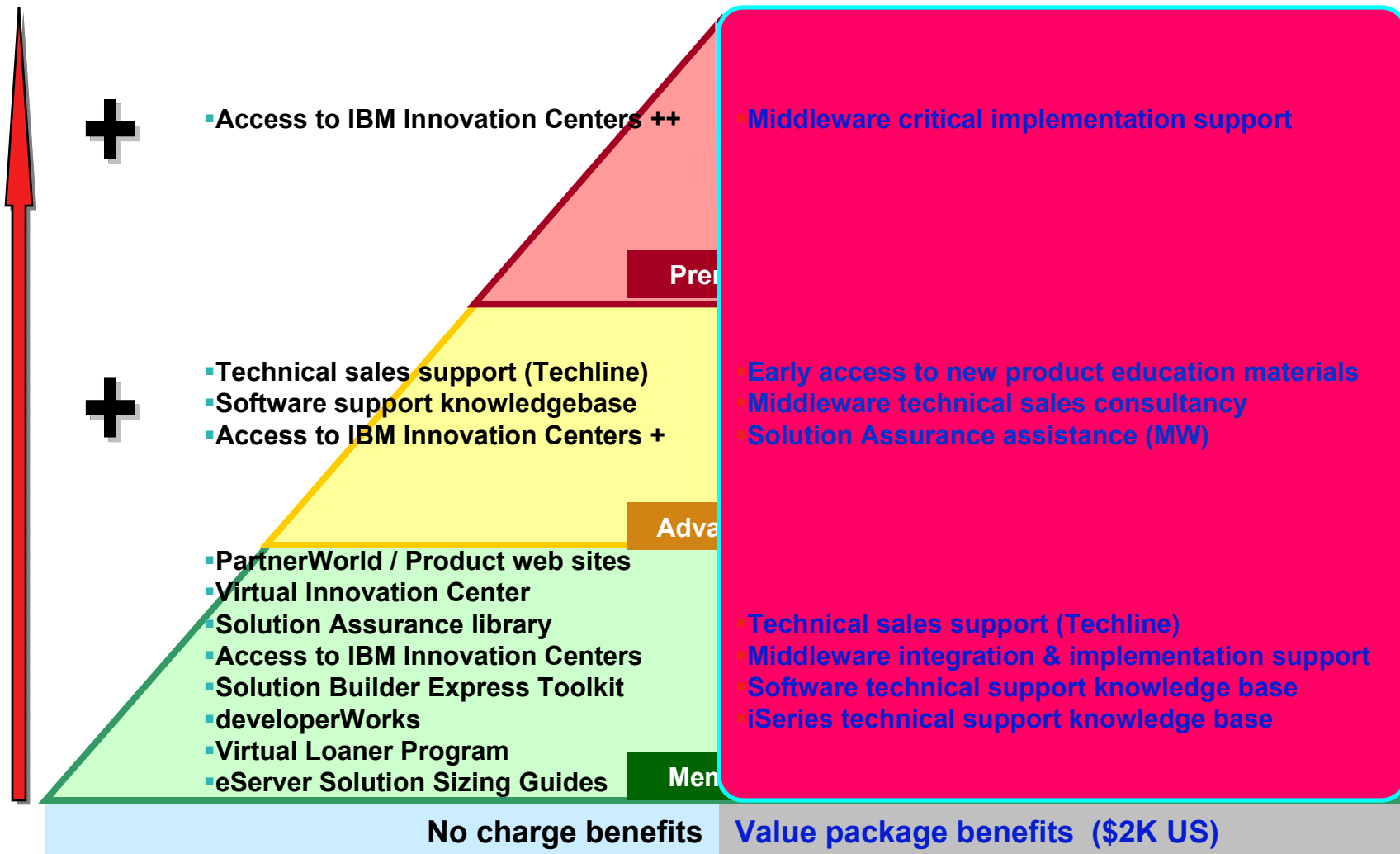
Technical Relationship
Building a Successful Relation between the Business Partner & IBM

What is New!

- **Integrated PartnerWorld Technical Support**
 - Support access is no longer dependent on track membership
 - Common benefits based on common criteria
- **Infrastructure System Architect (ISA) Certification**
 - Requested by Business Partners at SGU2004
 - Announced October 22, 2004
- **Self-Service Enablement Capabilities**
 - Virtual Loaner Program
 - Tools / Roadmaps
 - Web site

PartnerWorld Technical Support Benefits – No Charge and Value Package

Industry leading comprehensive Technical Support and Enablement coverage

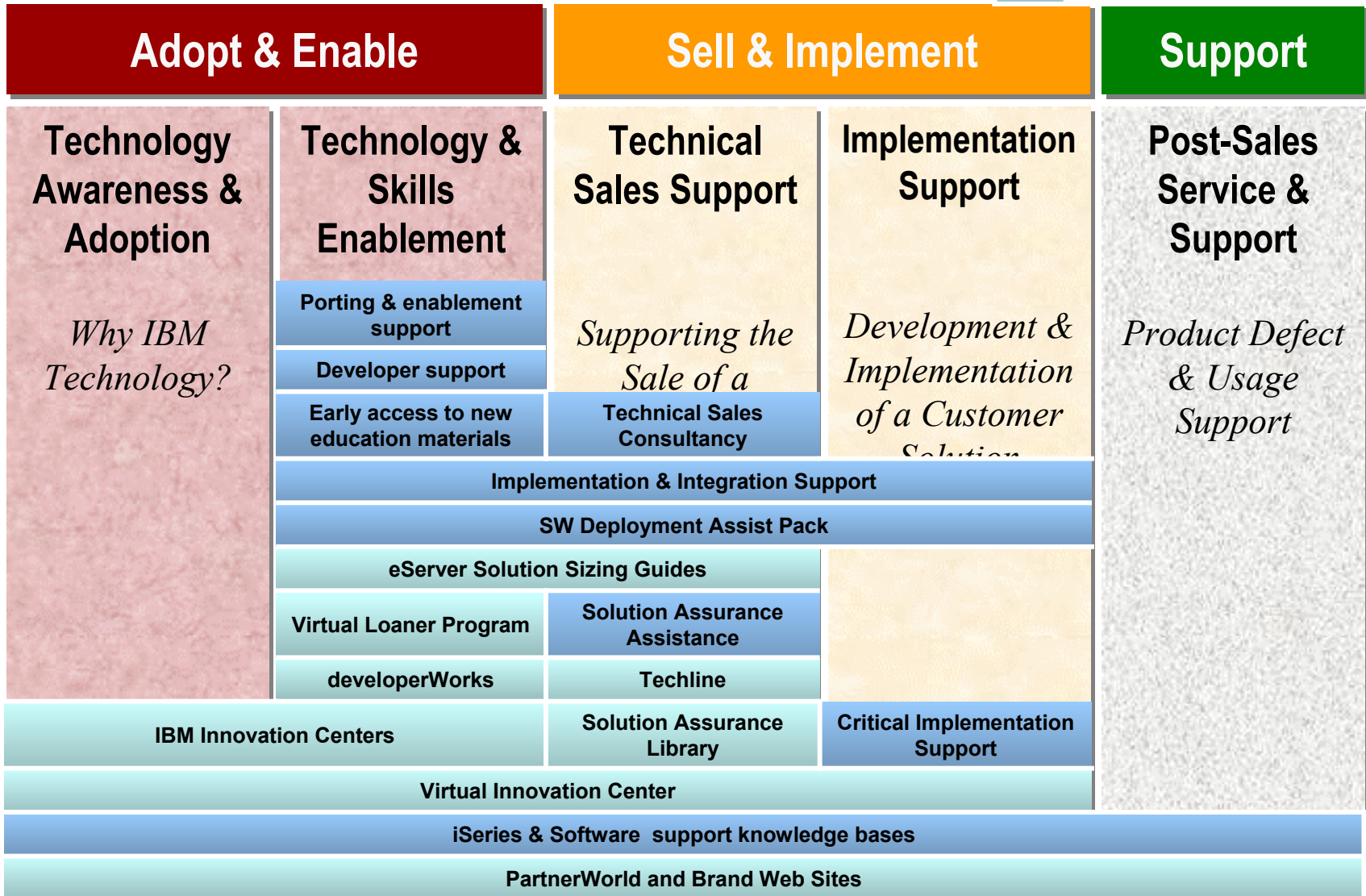


PartnerWorld Technical Support Benefits – Value Options

Value Options (individually priced)	Descriptions
IBM eServer & middleware support for developers	Technical support for Business Partners developing applications on IBM servers or middleware. Includes access to IBM monitored forums where available. This benefit will typically be used by ISVs or other Business Partners developing repeatable applications
IBM eServer iSeries early release code	Early evaluation copy of i5/OS software (incl. licensed program products) approximately four to six weeks before planned availability w/support for 30 days after the release becomes available.
IBM Express middleware support for developers	Technical Q&A support for Business Partners developing applications on IBM Express middleware
IBM Innovation Centers for BP Porting & enablement	Additional porting and enablement support services available from the IBM Innovation Centers for BPs
SW Deployment Assist Pack	Incidents that can be purchased for assistance with Passport Advantage SW products for pre-sales opportunities. This offering covers product support during usage, defect and installation during enablement, evaluations, demos and proof of concept

PartnerWorld End to End Support

Available for a fee (value package or option)
 Available at no charge



PartnerWorld Technical Support Benefits Descriptions

Benefit	Delivery	Description
Product and Technical Support Web Sites	Web	Access to Product and Business Partner community web sites for product and technical information
Early access to education materials	Web	Access to IBM "train the trainer" materials on or close to day of announcement for new products.
Virtual Innovation Center	Web	Self-enablement capabilities for specific products and SMB solutions through web based education, content / tools and support
Technical Sales Support	Web Email Phone	Voice and electronic (where available) access to IBM Techline services for Business Partners requiring pre-sales technical support for a sales opportunity
Middleware Tech Sales Consultancy (Tech Mentoring)	F2F Phone	On-site or telephone middleware solution design assistance or technical mentoring for Business Partners with large or complex opportunities > \$100K
Solutions Assurance Enablement Tools	Web	Tools to enable Business Partners to assure customer solutions
Solutions Assurance Assistance (Middleware)	Phone	Telephone support for Business Partners requiring assistance in assuring customer solutions with over \$50K of IBM middleware
Middleware Critical Implementation Supt	F2F Phone	On-site assistance for complex/critical implementations with over \$250K of IBM middleware
Middleware Implementation & Integration Support	Email Voice	Support for Business Partners integrating or implementing IBM middleware. Typically used to support a customer sale. (voice where available)
Secured Content Access - iSeries	Web	Access to secured iSeries Knowledge bases
Secured Content Access - SW	Web	Access to secured SW / MW Knowledge bases

Infrastructure Systems Architect Certification Program

- **Goal** - Enhance Business Partners technical sales and solution design skills across platforms/solution areas so as to be able to recommend better and more comprehensive solutions to customers
- **Requirements** (within one year):
 - Successful completion of 3 IBM Certification tests:
 - On-Demand Business Solution Designer plus two additional Tech Cert tests
 - Successful completion of Consultative Selling Framework / Discovery Series (CSF / DS) WLS modules and Mastery Test
 - Successful completion of The Open Group Application Framework (TOGAF) course and certification
- **More information at** www.ibm.com/servers/eserver/education/isaprogram.html
 - Contact: **Teresa Walter** - twalter@us.ibm.com

What is available?

By Business Model

Software Developers / ISVs



Systems Integrators



Solution Providers / Resellers



By Product Line



zSeries™



pSeries™



iSeries™



xSeries™



Enterprise Storage Server™

By Support Needs





Adoption & Enablement

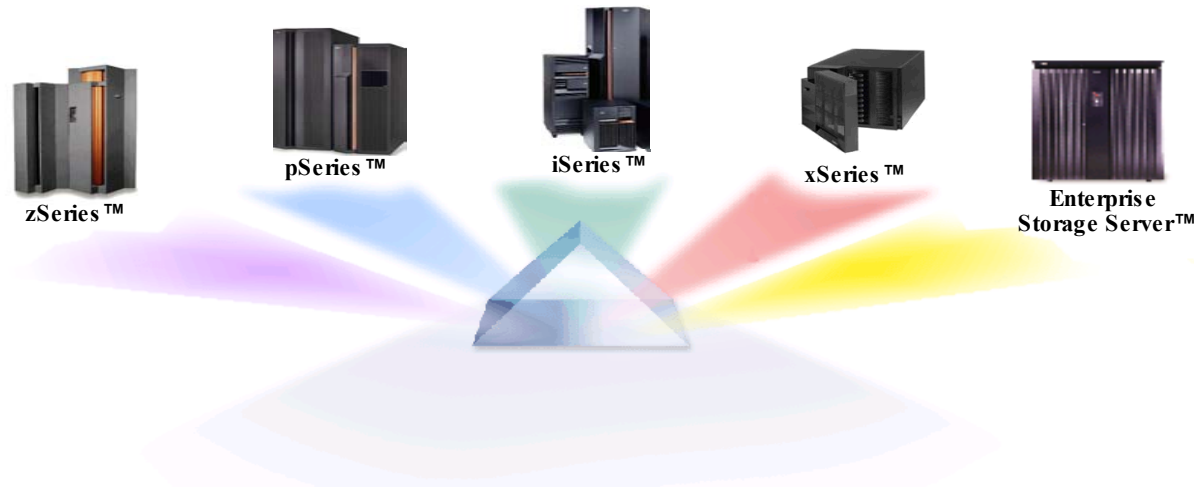
Selling & Implementation

Support

What is available? By Business Model

<p>Technical Support & Enablement</p>	<p>Software Developers / ISVs</p> 	<p>Systems Integrators</p> 	<p>Solution Providers / Resellers</p> 
<p>PartnerWorld</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>
<p>Virtual Innovation Center</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>
<p>IBM Innovation Center for BPs</p>	<p>Yes</p>	<p>Yes</p>	<p style="background-color: #cccccc;"> </p>
<p>IBM Advantage Programs</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>
<p>Brand / Sector Programs</p>	<p>Available</p>	<p>Available</p>	<p>Available</p>

What is available? By Product Line



Technical Support Resource Guides

- **New – IBM eServer and IBM TotalStorage Technical Support Knowledge Bases and Electronic Support (v1.0)**
An electronic support guide with link access to the key technical knowledge bases to help you enable, implement and support IBM eServer and IBM TotalStorage solutions. Includes links to the latest fixes, APARs, FAQs, installation tips and service planning
- **Updated – IBM eServer and IBM TotalStorage Business Partner Technical Sales Support (v4.3)**
An electronic brochure with hotlinks to the resources for selling, installing and supporting IBM and IBM TotalStorage solutions
- **Updated – IBM TotalStorage Technical Support Resources**
An electronic guide with link access to the resources for selling and supporting IBM TotalStorage solutions.

Technical Knowledge Bases Availability

eServer and TotalStorage technical support knowledge bases can be made available to Business Partners in one of the following ways:

- Freely available to anyone with a web browser. No sign in required.
- Freely available but requires signing in with an IBM ID. The IBM ID for PartnerWorld is usually adequate.
- Requires a special support agreement, usually associated with a support contract, benefits from the PartnerWorld ValuePackage or further registration.

Technical Sales Knowledge Bases

Technical Sales Support knowledge bases includes

- [Technical Sales Library \(IBM ID Req.\)](#)
 - The most current installation, planning and technical support information available from IBM pre-sales support
 - Customer support plans
 - Flashes
 - FAQs & RFP FAQs
 - Hints & Tips
 - Quick proposals
 - Presentations & tools
 - Sizings
 - White papers
- [IBM Configurators](#)
 - Configure, price and propose
- [On Demand Business Site Map](#)
 - Information on the environment, strategies and opportunities via articles, webcasts, and white papers.
- [Systems Sales Web Site \(IBM ID Req.\)](#)
 - Resources, enablement tools and sales kits for IBM eServer and IBM

iSeries

[Product Support Web Site](#)

iSeries technical support knowledge bases include:

- [iSeries Support Search](#)
 - APARs (description of problems)
 - Education
 - Product publications
 - Preventive Service Planning
 - PTF Cover Letters (description of code fixes)
 - Redbooks
 - Software Knowledge Base
 - More technical resources (support information related to iSeries, optional program products)
- [iSeries Subscription Service](#)
 - Provide proactive notification via email with links to the web for ease of downloading fixes and retrieval of archived notices

iSeries hardware and software support resources

- [Solve a Problem](#)
- [Download](#)
- [Install and Use](#)
- [Plan or Upgrade](#)

Fixes & Tools

- [Fixes](#)
- [Fix Central \(download code fixes\)](#)
- [Forums](#)
- [Planning information \(install, maintenance, etc\)](#)
- [Preventive Maintenance FAQs](#)
- [Preventive Service Planning \(PSP\)](#)
- [Problem Solving](#)
- [Tools](#)
- [Technical library](#)
- [Technical databases \(APARS, PSP, PTF, etc.\)](#)

Problem reporting

- [Hardware problem reporting](#)
- [Software problem reporting](#)

Other helpful sites

- [IBM eServer Workload Estimator](#)
- [iSeries Nation \(community\)](#)

pSeries

[Product Support Web Site](#)

pSeries technical support knowledge bases include:

- [AIX Support Search](#)
 - Technical tips and how-to documents for system administrators
 - APAR records, with links to fix delivery
- [pSeries Subscription Service](#)
 - Provide proactive notification via email with links to the web for ease of downloading fixes and retrieval of archived notices
 - Latest software fixes
 - Critical fix packages
 - PTFs in error (PEs)
 - High impact problems (HIPERs)
 - Security alerts
 - Maintenance packages
 - Installation tips
 - Microcode updates
 - Hardware Management Console (HMC) fixes

Fixes & tools

- [Fix Central \(download fixes for AIX, network, high availability, graphics and languages\)](#)
- [AIX fix download automation \(fixoet tool\)](#)
- [AIX Fixes - Quick Links](#)
- [AIX emergency fix management](#)
- [Cluster software support](#)
- [HMC fixes and updates](#)
- [Hardware microcode updates, including individual CD and Web-based discovery tools](#)
- [Linux on POWER hardware diagnostic tools](#)
- [Linux on POWER installation drivers](#)
- [Product documentation](#)


Problem reporting

- [Hardware problem reporting](#)
- [Software problem reporting](#)

Other helpful sites

- [pSeries Information Center, with links to product](#)

What is available? By Support Needs / Role

	Technology Adoption	Technology Enablement	Skills Enablement	Selling / Pre-sales	Implementation	Customer Support
PartnerWorld	Y	Y	Y	Y	Y	
Technical Sales Supt	Y	Varies	Y	Y	Varies	
developerWorks	Y	Y	Y			
Virtual Innovation Ctr	Y	Y	Y	Y	Y	
IBM Innovation Ctrs	Y	Y	Y			
Sector Programs	Varies	Varies	Varies	Varies	Varies	
Brand Programs	Varies	Varies	Varies	Varies	Varies	Varies
Briefing Ctrs	Y			Y		
Benchmarking Ctrs	Y			Y	Y	
Product Mgmt/Supt					Y	Y
IGS Svc Offerings		Varies	Y		Y	Y
Brand Svc Offerings		Y	Y	Y	Y	Y
ITSO			Y			

Technical Support and Enablement

- **Reviewed:**

- The **New** PartnerWorld technical support benefits and how our Systems Business Partners can now take advantage of the full portfolio of options
- The **New** Infrastructure Systems Architect role
- The source and the types of support and enablement capabilities which IBM provides



- **Next:**

- Describe several new and exciting technical enablement capabilities, now available through....

Innovation Centers *for e-business on demand*

www.ibm.com/partnerworld/innovationcenters

IBM Innovation Centers for Business Partners

www.ibm.com/partnerworld/isv/iic

Description: IBM run facilities (25 WW) helping partners build their skills & increase applications supporting IBM middleware & hardware (includes former SPCs)
Users: ISVs/Influencers/SPs
Goal: Provide BP access to IBM technology/resources & reduce development costs

IBM Virtual Innovation Center

www.ibm.com/partnerworld/vic

Description: IBM online knowledge portal providing technical, sales and product information on IBM Software and Hardware
Users: ISVs/SIs/SMB BPs
Goal: Increase BP Technical & Sales skills. Enablement & support with 24/7 online assistance

IBM Business Partner Innovation Centers

www.ibm.com/partnerworld/bpic

Description: BP run facilities showcasing BP solutions/services with IBM on demand technology
Users: IBM/BP customers
Goal: Accelerates sales and deployment of BPs solution/services with IBM products

Supporting Roles

Software Innovation Teams
SWIC/SWIT

IBM Software Group

Executive Briefing Centers

Benchmark Centers

Design Centers

IBM Systems & Technology Group

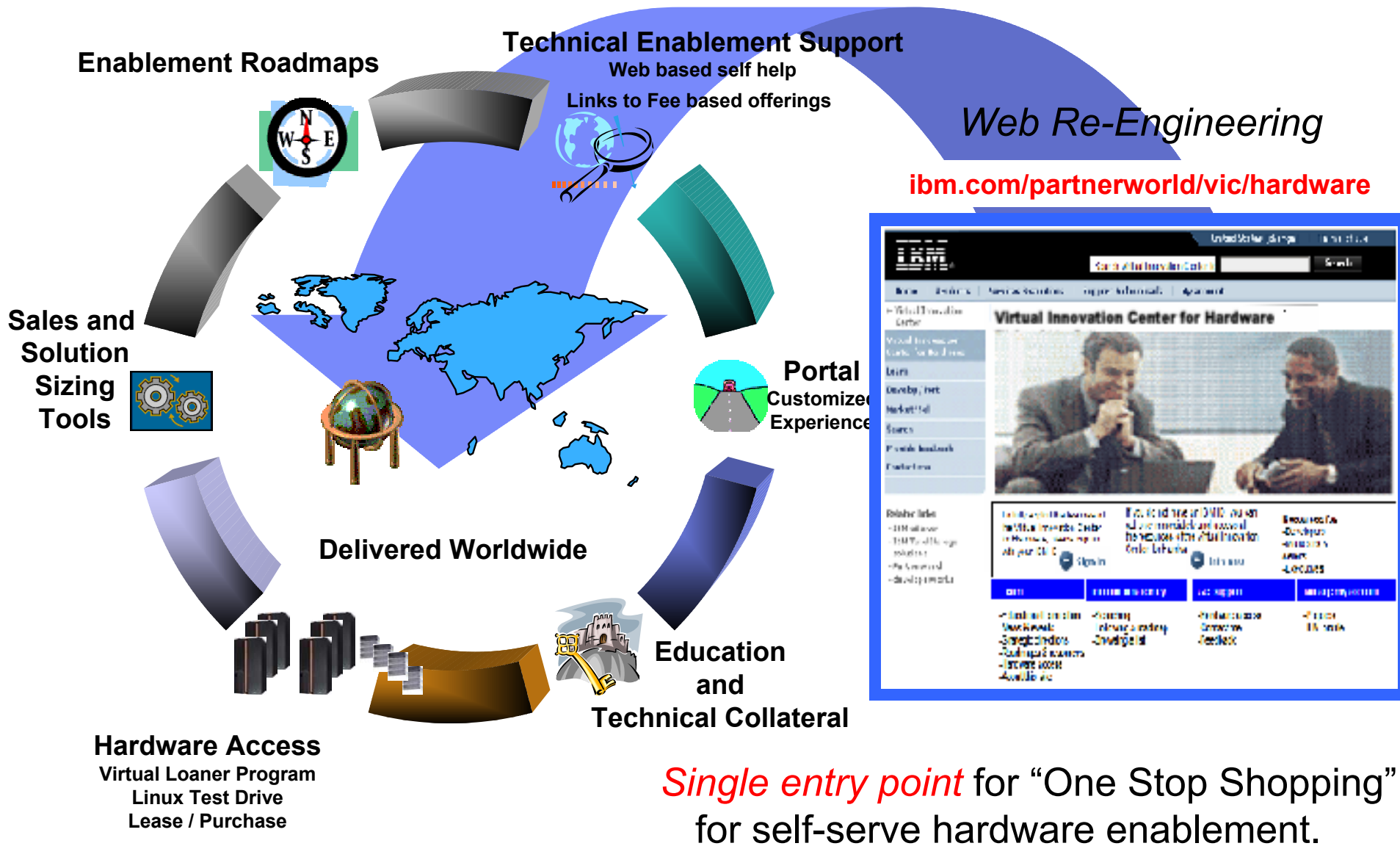
Software Centers operated by:

1. **VADs** providing recruit/enable/demand generation support for downstream BPs
2. **SIs** promoting their solutions/ services to end users.

Hardware Centers operated by BPs

Promoting hardware solutions through TotalStorage Solution Centers to end users

Virtual Innovation Center - Hardware



Virtual Innovation Center for Hardware

What Are They Saying?

IBM in the News!

CRN: *IBM Takes on Microsoft with New ISV/Partner Initiatives*

InfoWorld: *IBM uses Grid Technology for ISV program*

ComputerWorld: *IBM Expands Virtual Resources for Business Partners*

"It has never been easier to port applications to IBM hardware, than it is now, thanks to the new resources at the Virtual Innovation Center for Hardware."

"By accessing the Virtual Loaner Program, we have the flexibility to tap into the latest IBM hardware and software technologies, whenever we need, to jumpstart our development activities. In the end, this type of support helps speed the development process - and is one of the many benefits that we enjoy from partnering with IBM."

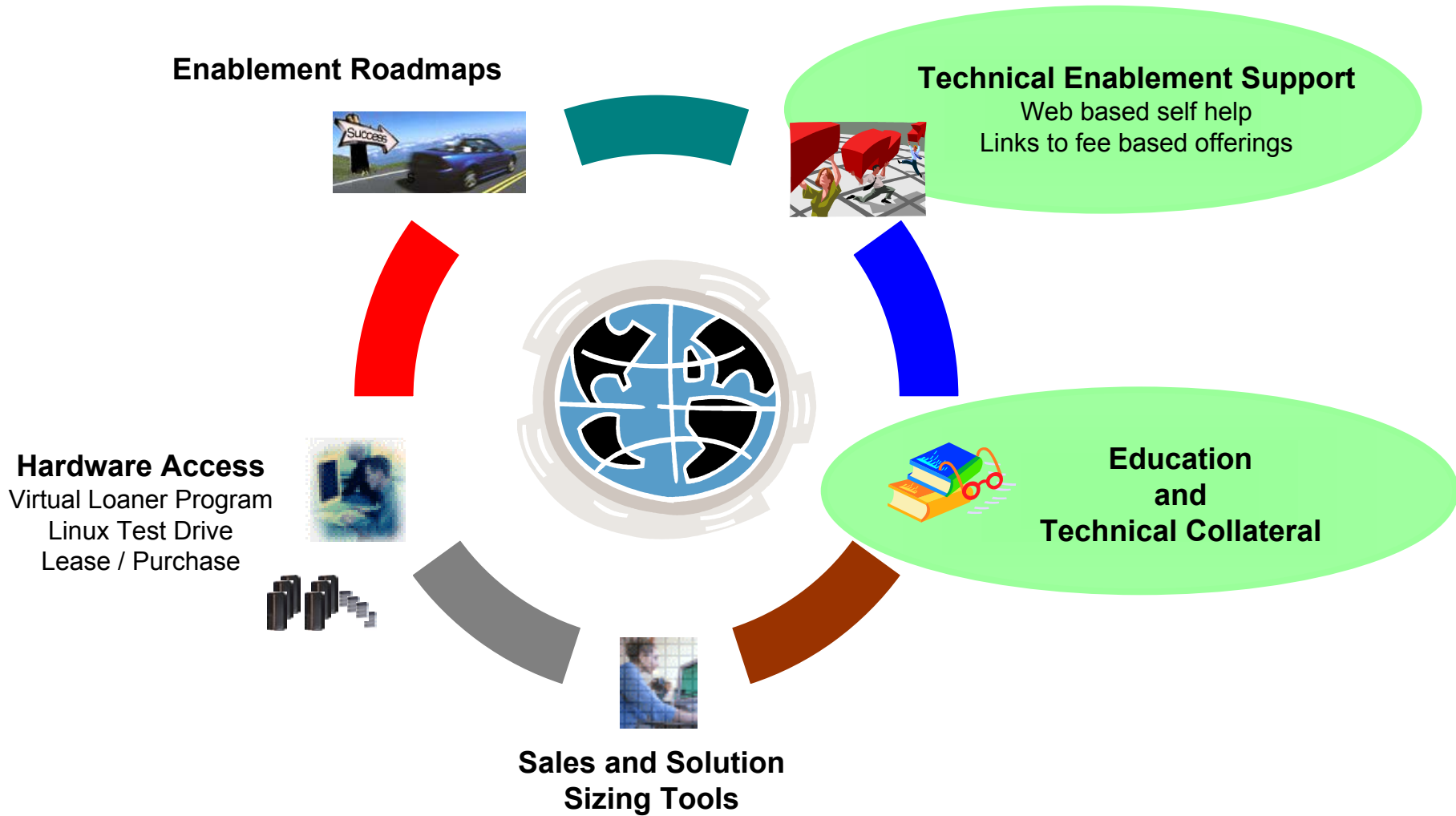
"The innovation center is also a demonstrable investment by IBM in its channel and partner ecosystem, an investment that is a 'money where their mouth is' commitment."

User-Engineered Portal

The screenshot shows the IBM Virtual Innovation Center for Hardware portal. Key features and annotations include:

- Quick search:** A search bar at the top right with a "Search" button.
- Role-oriented nav:** A vertical navigation menu on the left containing: Virtual Innovation Center for Hardware, Learn, Develop/Port, Market/Sell, Search, Provide feedback, and Contact me.
- Log-In:** A "Sign in" button circled in red, with an arrow pointing to it from the "Log-In" annotation.
- Resources for:** A box listing roles: Developers, Marketers & sellers, and Executives.
- Action-oriented nav:** A horizontal navigation bar with four sections: Learn, Find information by, Get support, and Manage my account.
- Quick links:** A grid of links under the navigation bar, including: Educational curriculum, News & events, Strategic directions, Roadmaps & resources, Hardware access, About this site, Searching, Following a roadmap, Browsing a list, Hardware access, Feedback, Projects, and IBM profile.

Virtual Innovation Center - Hardware



ibm.com/partnerworld/vic/hardware

Education Resources

Country/region [select] | Terms of use

Search

Home | Products | Services & solutions | Support & downloads | My account

Servers > Virtual Innovation Center for Hardware >

IBM eServer®

Education

eServer | iSeries | pSeries | xSeries | zSeries

Overview | **System Operations** | Application Development | Building e-business applications | All online courses | All white papers

- Performance
- OS/400
- Linux
- POWER5
- Hardware

System Operations

- Security**
 - [Introduction to OS/400 Security - Online course](#)
 - [System Security Lab - Online course](#)
- CL and Command Programming**
 - [CL and Command Programming Lab - Online course](#)
 - [OS/400 CL and Command Programming - Online course](#)
 - [5250 Terminal Emulator Text Interface - Online course](#)
- POWER5**
 - [IBM POWER5: IBM eServer Trends and Directions - Online course](#)
- iSeries Access**
 - [New iSeries Access Family V5R3 Updates - 0](#)
 - [iSeries Access for Windows and iSeries Navigator Lab - Online course](#)
 - [iSeries Access: Contemporary Client Interface for iSeries servers - Online course](#)
- C/C++**

Highlights

- AIX System Identification
- IBM Redbooks
- The Campus

ISV Resource Center

Free SLES 9 eval-kit

suse
Linux on POWER

[Get help developing & marketing your apps](#)

Need directions?

- iSeries Developer roadmap
- Launch the demo
Requires the [flash](#)

<http://www.ibm.com/servers/enable/education>

Technical Resources

Country/region [select] | Terms of use

Home | Products | Services & solutions | Support & downloads | My account

Virtual Innovation Center > Hardware > Develop/Port >

Browse resources

By technology | By OS | By hardware

- All technologies**
- WebSphere
- Lotus
- DB2
- e-business
- Linux
- Business intelligence
- Java
- XML

Featured topics

- DB2 porting information
- Domino Enterprise Connection Services (DECS)
- WebSphere Portal Express for iSeries V5.0.2
- WebSphere Application Server Express V5 for iSeries
- WebSphere MQ for iSeries
- Lotus Workflow
- Domino - Lotus Enterprise Integrator

[Show all](#)

- DB2 UDB selected common SQL features for developers of portable SQL applications
This summary version of the common SQL application features is intended to be a quick reference and includes the frequently used features and functions across the platforms.
- Jumpstart offerings for solution developers for iSeries

Highlights

- Java™ 2 on the OS/390 and z/OS Platforms
- XML Toolkit for z/OS
- IBM WebSphere Host Access Transformation Services Version 6.0 Beta
- New Features of Lotus Domino 6.0.1: Single Copy Template
- Notes/Domino 6.5 and LEI 6.5 Milestone 2 are now available

ISV Resource Center

Free SLES 9 eval-kit

Get help developing & marketing your apps

<http://www.ibm.com/servers/enable/resources>



Linux on Power Resource Center

Linux on **POWER Resource Center**

IBM's most comprehensive resource for Independent Software Vendors interested in enabling and promoting their applications for Linux on POWER

- [Overview](#)
- [Products](#)
- [Opportunities](#)
- [Technical library](#)
- [Training/Events](#)
- [Hardware/Software](#)
- [Market/Sell](#)
- [Getting started](#)
- [Quick links](#)

OpenPower



Introducing the new IBM **@server**[®] OpenPower™ Server — an ISV perspective

This robust and scalable server offers POWER5 enterprise class functionality at an entry-level price. Get an ISV perspective of this new line of IBM servers.

→ [Learn more](#)

ISV spotlight



Random Walk Introduces IBM Power-Based Server Solutions

Random Walk now provides solutions to its financial clients based on the new IBM **@server**[®] OpenPower™ and eServer p5 systems running WOLF[®] (Web Order Logic Framework).

- ↳ [Learn more](#)
- [Past ISV spotlights](#)
- [See what other ISVs are saying about Linux on POWER](#)

We're here to help



Easy ways to get the answers you need.



E-mail Linux on POWER team

- [Post to a forum](#)
- [Read FAQ](#)
- [Tell us you have a Linux on POWER app to sell. *Get a free laptop bag!](#)
- [Provide feedback or report an error](#)

→ [Win a Car, \\$\\$\\$, or other awards! Linux on POWER promotions](#)

<http://www.ibm.com/servers/enable/linux/power>

Virtual Innovation Center - Hardware



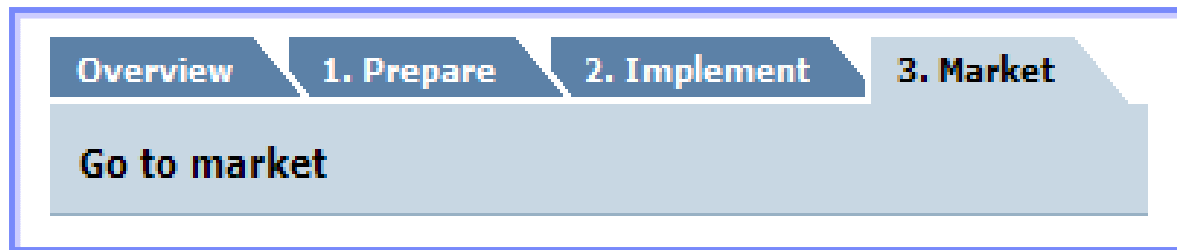
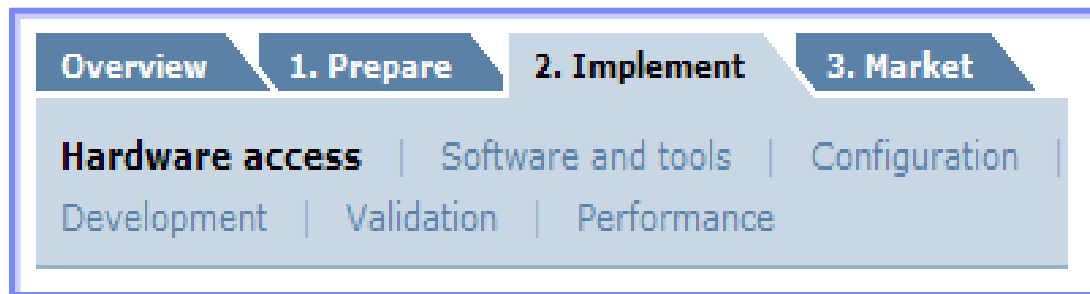
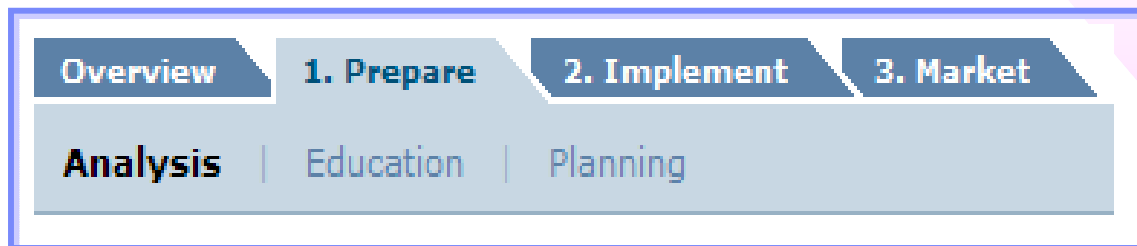
ibm.com/partnerworld/vic/hardware

Enablement Roadmaps

Roadmap Steps

FUTURE:

Other task roadmaps



- Sales
- Marketing
- etc.

Enablement Roadmaps:

Project tracking





Active project for roadmap | ? | -

Name: Update solution ABC to 5.2 Prepare Implement Market **30% complete**

No action
 Not applicable
 In progress
 Complete

Status: In progress

Comments: Looking at the trends and directions course.
Look into PW You pass We pay offering.

-  -Complete
-  -In Progress
-  -Not Applicable
-  -No Action

Roadmap | ?

Migrating from AIX 5L v5.1 to v5.2

Bring your solution up to the latest operating environment currently available, AIX 5L V5R2

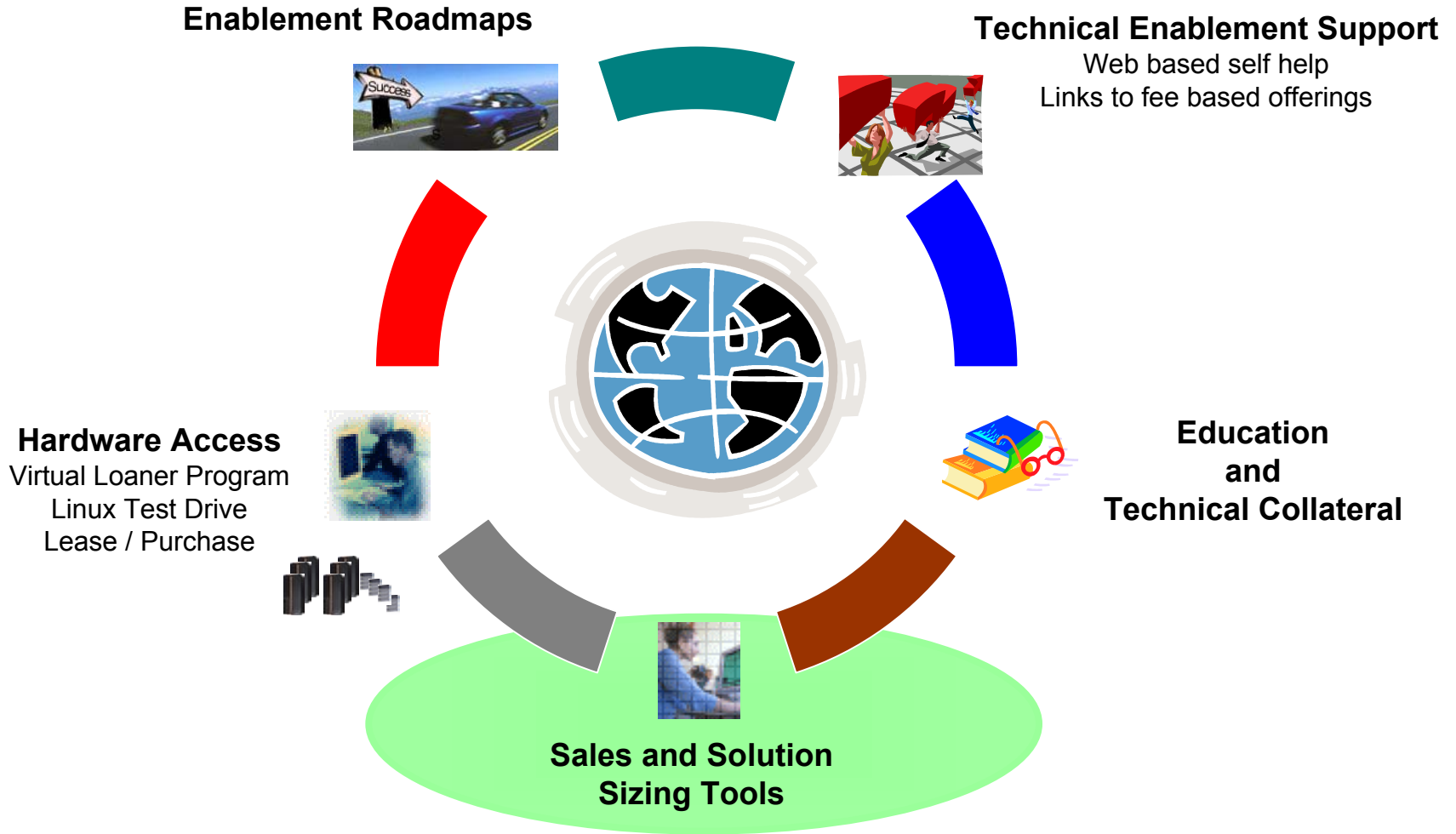
Do your homework

This section provides information on courses, seminars, online and in-company tools to help you migrate your solutions to the IBM platform.



Objective: Assist with enablement project to management efforts

Virtual Innovation Center - Hardware



ibm.com/partnerworld/vic/hardware

Sales Tools

Rapid Port Process

Rapid Port Mission: Port tactical ISVs to eServer platforms in response to significant sales opportunities.

**Client
Reps**



**1Q05 Pilot for US
software & hardware
resellers**

- 1) Qualify**
- Siebel - 10%
 - ISV Contacted
 - Brief / Disclose
 - PWD Member

- 2) Commit**
- Port Assessment
 - Resources/systems
 - Port Cost
 - Siebel 50%

- 3) Port**
- Code
 - Build Verification
 - Monitor Sys Test
 - Monitor QA

- 4) Transition**
- Documentation
 - Equip Lease/Buy
 - Websites
 - Rev/Cost

Cross Series Coverage

- AMS**
- Customer Code
 - Competitive Stage 1

- Segment Mgrs
- Bus Dev Mgrs
- SRMs/SEMs**
 - Integ/Clustered ISV
 - Member ISV

PartnerWorld

IBMPort Website

<http://w3.rchland.ibm.com/projects/rapidport>

IBM VIC-H Website

Solution Sizing Tools

- Web based system sizing estimate tool for ISV solution applications

- ✓ Development tool to assist ISVs in building solution sizing guides
- ✓ Sizing guide produces hardware configurations based on user workloads
 - ✓ Automatically updated by IBM for current hardware announcements & withdrawals
- ✓ Sizing guide may be hosted by IBM, ISV, or both – provide links to the ISV’s website
 - ✓ Generates sales leads



<http://ibm.com/servers/sizing>

Virtual Innovation Center - Hardware

Enablement Roadmaps



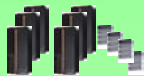
Technical Enablement Support

Web based self help
Links to fee based offerings



Hardware Access

Virtual Loaner Program
Linux Test Drive
Lease / Purchase



Education and Technical Collateral



Sales and Solution Sizing Tools



ibm.com/partnerworld/vic/hardware

Hardware Access

Virtual Loaner Program



NO CHARGE!

Access to IBM Hardware, when you need it, where you need it...

... Virtual Loaner Program, working in an On-Demand world

- On Demand, High-Function Remote Access to Virtual Servers
 - Dynamically provisioned systems access
 - Flexible and configurable development / test environment
 - Secure VPN connection to your own home build environment
- Targeted to Small and Medium Business (SMB) ISVs and Emerging Markets
 - No Charge, worldwide 24x7 self-service systems access
 - Highly-automated, highly-scalable model
 - Allows IBM to provide services to 1000s of ISVs

Virtual Loaner Program

Key benefits

<i>Development Issue</i>	<i>VLP Solution</i>
Limited resources (time, money, people, facilities)	On demand access, only when you need it
New projects wait for equipment	Project start-up in as little as 2 hours
Developers in multiple sites	Easy support of multiple sites
Must support multiple platforms and configurations	Flexible reconfiguration of systems and OS
Spikes in demand near release dates	Capacity expansion as needed for regression / release tests
Long projects, one or more releases per year	Supports ongoing access, with system image save / restore capability

Virtual Loaner Program

Where to start...

➤ VLP is open to any member of IBM PartnerWorld

✓ Access requires IBM ID associated with PartnerWorld membership

✓ Acceptance of click-through usage agreement

✓ Download Cisco VPN Client (No-Charge download from VLP web site)

➤ ISV can be up and running on dedicated VLP system in as little as two hours...

Virtual Innovation Center for Hardware
Virtual Loaner Program

Overview | Details and sign up | Middleware | Example uses | Testimonials | FAQs | Contact us

eBusiness on Demand Operating Environment for Developer and Integrators

- Secure Remote Access
- Worldwide 24x7
- Applications Enablement

Related links

- IBM eServer
- IBM TotalStorage solutions
- IBM PartnerWorld
- IBM Virtual Innovation Center
- developerWorks
- Scenarios for e-business on demand

ISV Resource Center
Free SLES 9 eval-kit
suse Linux on POWER
Get help developing & marketing your apps

<http://www.ibm.com/servers/enable/site/vlp>

Hardware Access

Linux Test Drives

- xSeries
 - www.ibm.com/servers/enable/site/testdrive/xseries/
 - Red Hat or SuSE distributions with **500 MB** of user space
 - 14 days *-No Charge-* access

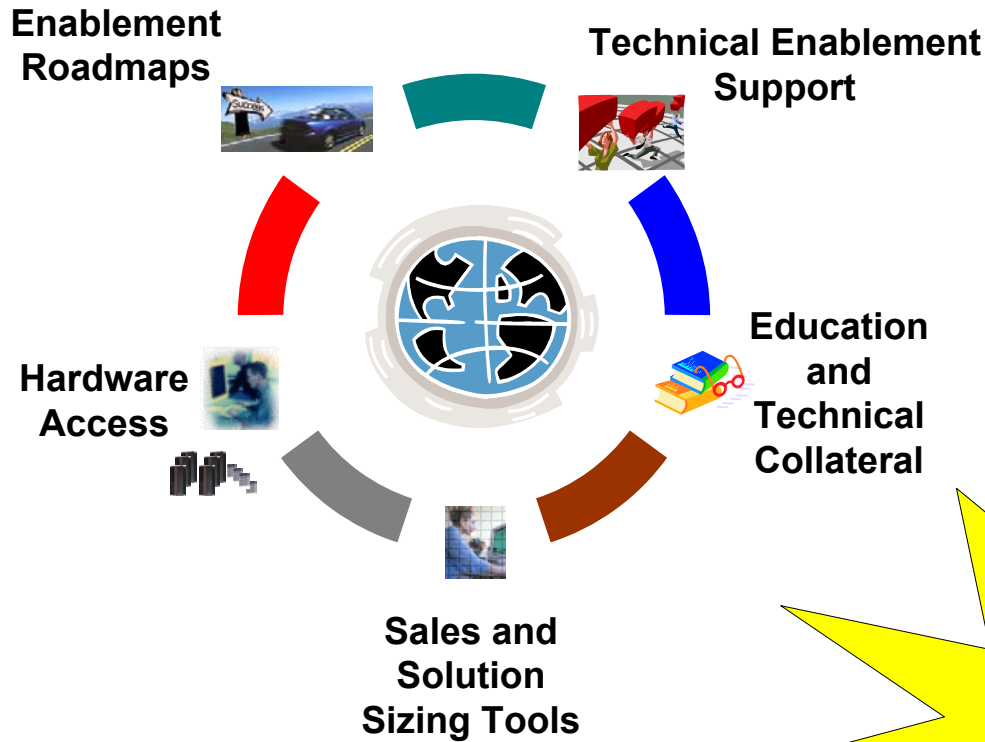
- iSeries
 - www.ibm.com/servers/enable/site/testdrive/iseries/
 - Red Hat or SuSE distributions with **170 MB** of user space
 - 30 days *-No Charge-* access

- pSeries
 - www.ibm.com/servers/enable/site/testdrive/pseries/
 - Red Hat or SuSE distributions with **20 GB** of user space
 - 30 days *-No Charge-* access

- zSeries
 - www.ibm.com/servers/enable/site/testdrive/zseries/
 - Red Hat or SuSE **1000 MB** of user space
 - 30 days *-No Charge-* Access



Virtual Innovation Center - Hardware



2005 - New Directions

ibm.com/partnerworld/vic/hardware

Virtual Innovation Center – Hardware Directions

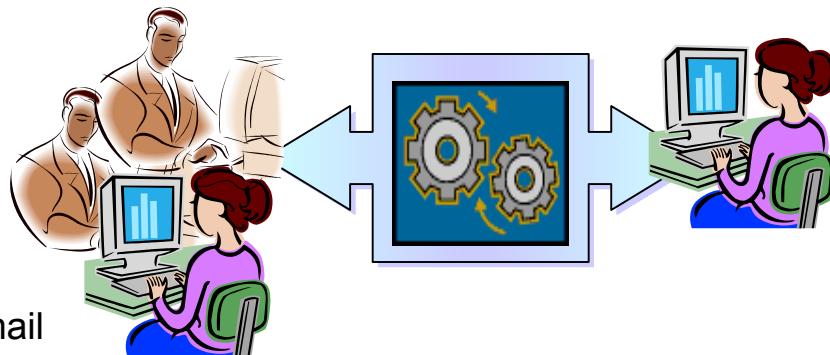
■ User Interface

- Single sign on
- User Customization & Personalization



■ Remote technical support functions

- live text chat
- monitored forums
- enhanced technical email support



■ New technical support resources

- Technical sales
- Usage and defect support tools

■ Additional hardware categories



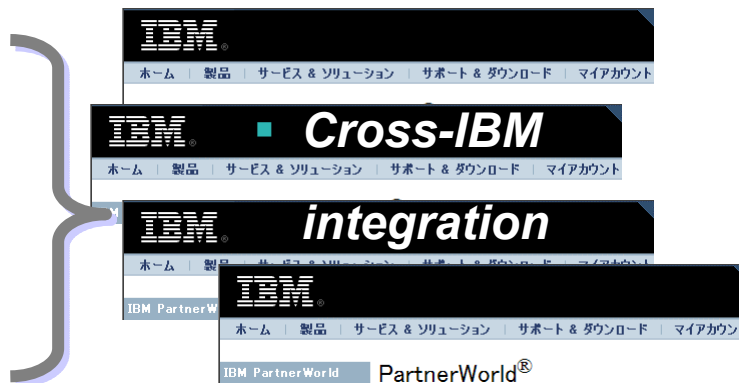
OpenPower



TotalStorage

■ Language translations

IBM PartnerWorld
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Reference URLs:

- **Virtual Innovation Center - Hardware**
 - ✓ www.ibm.com/partnerworld/vic/hardware
- **Other direct links**
 - Enablement Roadmap Portal
 - ✓ www.ibm.com/partnerworld/vic/hardware
 - Linux on POWER Resource Center
 - ✓ www.ibm.com/servers/enable/linux/power
 - Hardware Access
 - ✓ Virtual Loaner Program - www.ibm.com/servers/enable/site/vlp
 - ✓ Linux Test Drive - www.ibm.com/servers/enable/site/testdrive
 - Solution Sizing Tools
 - ✓ www.developer.ibm.com/welcome/e3.pl
 - Education
 - ✓ www.ibm.com/servers/enable/education
 - Questions / Feedback
 - ✓ www.ibm.com/servers/enable/feedback/index.html?
 - ✓ Please include phone number



*See us at the
Solution Center !*

Business Partner Technical Support and Enablement Summary

- Understand new technical support and technology enablement options and the new integrated benefits available through PartnerWorld
- Encourage Business Partners to take advantage of no charge and fee-based support options, to drive effective development, sales, and support with IBM solutions
- Maximize our joint effectiveness by clearly understanding support roles and how they complement each other

Reference Charts - backup

Virtual Loaner Program

Deployment Model



- **VLP provides a “Virtual Loaner” model:**
 - Self-service Web interface
 - No Charge, worldwide 24x7 self-service systems access
 - Sessions scheduled up to 14 days, option to extend by 20%
 - Multiple systems can be reserved / used as a group
 - Allows for multi-tier, multi-component application porting / testing
 - Choice of access modes - dedicated or shared

- **VLP Save / Restore function supports long-term projects**
 - “Save on Exit” function automatically captures system image at end of dedicated reservation
 - Saves all files and work in progress including OS configuration, fixes, ISV-installed software, etc.
 - Saved image can be restored on next reservation
 - Currently limited to one saved image per user

<http://www.ibm.com/servers/enable/site/vlp>



Virtual Loaner Program

Security, Support

- **IBM takes commercially reasonable security measures to help ensure confidentiality and integrity of ISV data**
 - ISV systems on private network behind firewall
 - Virtual Private Network (VPN) Client
 - Secure Shell (SSH) Gateway
 - Single-use passwords generated for each reservation session
 - For all reserved LPARs as well as Secure Network Gateways
 - After use, all systems are “scrubbed” of ISV data before being returned to idle pool
 - Continuous monitoring, periodic vulnerability testing

- **Technical support available for active VLP sessions**
 - Ask A Question support provided by Email, 24-hour response time
 - Support covers: VLP system, Hardware, Operating Systems, IBM Middleware
 - Support is provided in English during business hours -- 7am to 7pm Central time US (GMT -6)

- **VLP provides access to IBM Power4 & Power5 based pSeries servers**
 - AIX 5.1, 5.2, 5.3, or previously-saved image
 - Linux: Red Hat (AS3) & SuSE (SLES8 & SLES9)
 - Coming soon: iSeries (*pilot in process*)



<http://www.ibm.com/servers/enable/site/vlp>