Doing Business with IBM in North America & EMEA
What Vivisimo customers need to know

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

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

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

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

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

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

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

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

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IMPORTANT ACTIONS FOR VIVISIMO CUSTOMERS

As the Primary Contact, you need to create an IBM profile – why it's important

Why an IBM profile	Website
With an IBM profile, you can view, update or add personal contact details, job title or registration settings. Please note there may be a delay of up to 15 minutes before you will be able to use your new IBM ID.	**Take action** - create or update your IBM profile here: https://www.ibm.com/account/profile/us?

As the Primary Contact, you need to create an IBM registration – why it's important

Why an IBM registration	Website
Your IBM registration ID, also known as a Web ID, is your single point of access to IBM Web applications, such as Passport Advantage, which will allow you to manage your current licensed software. You need just one IBM ID and one password to access any IBM registration-based application.	**Take action** - create or update your IBM registration here**:** https://www.ibm.com/account/profile/us?page=reg Note: If you were an IBM customer prior to the acquisition of Vivisimo you may already have an IBM registration ID. Using the link above, ensure the information on file with IBM is accurate.
IBM profile and IBM registration FAQs	https://www.ibm.com/account/profile/us?page=faqhelp#13
Worldwide IBM registration helpdesk	https://www.ibm.com/account/profile/us?page=helpdesk

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

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

Important actions for Vivisimo customers:

Tax ID Exemption Certificates and Change Requirements

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

Vendor applicable Tax Identification Number will change.

If you are currently exempt from Sales and Use tax, or local VAT taxes, you will need to issue your company's **Tax / VAT Exemption Certificates** to IBM with your first order after January 1, 2013.

Electronic Software Delivery Tax Exception for U.S. customers

Vendor applicable **E-Delivery Tax Exception for <u>US customers only</u>** – if applicable, please check with your sales representative for processing details.

Table of changes for Accounts Payable and Purchasing

What is changing	Description
Vendor name	Vendor name will change from Vivisimo, an IBM Company to the applicable local/regional IBM operation covering your location (the term "Vendor" below represents the applicable IBM entity).
Vendor remit-to address	Vendor remit-to address for checks, wire transfers and overnight payments will change after January 1, 2013. The new details will appear on your invoices issued from IBM after January 1, 2013. Invoices issued from Vivisimo that are paid after January 1, 2013 should still be made payable to Vivisimo, an IBM Company and remitted per the instructions on the Vivisimo invoice.
Vendor standard payment terms	In most countries, IBM standard payment terms of "due upon receipt" may be applicable. You will find this information on either your invoice or quote.
Currency	In some countries, the currencies used by Vivisimo are different than those used by IBM, thus you may be transacting in a different currency with IBM.
Language	In some countries, the correspondence you will receive from IBM may be in the local language.

What is changing	Description
Customer number	Effective January 1, 2013, Vivisimo customers will be assigned IBM customer numbers (ICNs) and a Software Site Number. Over the upcoming months, you will receive your ICN and Software Site Number in a welcome letter from IBM. Please note that your ICN will be used on all order-related communications.
Purchase documentation	Correspondence related to new purchases will be sent to the contact(s) listed in your IBM profile associated with your ICN unless specified otherwise in your order.
Part number and product description	New part numbers and product descriptions for the IBM Vivisimo portfolio will replace the existing Vivisimo product descriptions. These new part numbers and descriptions will appear on quotes and invoices you receive from IBM.
Document format	The format of documents (quotes, services statements of work, invoices, etc.) you receive will change based on the local/regional IBM operation covering your location.
PO requirement	If your company requires issuing a purchase order to facilitate payment for any goods or services, IBM may require a new purchase order. Contact your Vivisimo representative with any questions.
New Licensing Process	IBM Vivisimo offerings are governed by License Agreements which can be found here: http://www-03.ibm.com/software/sla/sladb.nsf/search/. For new purchases of software which contains license keys, the license key will be located with the software on the download site. Access instructions to the Software Download Site will be contained in the separate Welcome to IBM letter. If you have concerns, please contact IBM Vivisimo Support at: https://vivisimo.com/support/contact-support/.
Tax Liability	Beginning January 1, 2013, all order transactions will include applicable sales tax (unless you have a tax exempt certificate on file with IBM). Taxes will be included in the Invoice.

SOFTWARE SUPPORT

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

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

What does not change on January 1, 2013:

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

SUBSCRIPTION AND SUPPORT RENEWALS

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

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

Renewal Expiration	What will happen
Renewal date before January 1, 2013	You should have received a quote from your Vivisimo Renewals representative and you should have proceeded with confirming your renewal by December 31, 2012 to avoid disruption in service. If you have not yet received a quote, please contact your Vivisimo Renewals representative today.
Renewal date after December 31, 2012	An IBM Subscription and Support renewal quote will be generated from IBM systems and provided to you by your IBM Vivisimo Renewals representative. This quote will be subject to standard IBM terms and conditions.
Customers who were offered and accepted a Pull Ahead offer by December 31, 2012	You will receive your Vivisimo invoice before January 1, 2013 and are expected to pay by the date on the Vivisimo invoice and agree to payment terms.

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

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

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

As of January 1, 2013

- IBM Vivisimo training, certification, course search and registration information are available at: http://www.ibm.com/software/data/education/vivisimo.html.
- To register for an IBM Vivisimo course in the IBM online registration system you will need your new IBM Customer Number (ICN). You will receive your ICN in a separate communication. Until you receive your ICN, IBM training representatives will be available to provide you with your ICN number.
- Vivisimo courses will continue to be delivered by Vivisimo authorized instructors.
- Prepaid training will be honored by IBM until its expiration date. Vivisimo discount programs will be migrated to IBM discount programs.
- Students enrolling in 2012 for courses taking place prior to January 1, 2013 will receive a course enrollment confirmation from Vivisimo systems. IBM will generate a similar course enrollment confirmation from IBM systems for courses offered after January 1, 2013. No action is required from the student.

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

APPENDIX A – EMEA
IBM Standard Currencies by Country

Currency	Country
British Pound Ster.	Gibraltar, United Kingdom, Channel Islands
Danish Krone	Denmark, Faroe Islands, Greenland, Iceland
Euro	Albania, Andorra, Austria, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, French Guiana, French Polynesia, Germany, Greece, Guadeloupe, Holy See (Vatican), Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Martinique, Mauritius, Mayotte, Monaco, Montenegro, Morocco, Netherlands, New Caledonia, Poland, Portugal, Reunion, Romania, Serbia, Slovakia, Slovenia, Spain, St.Pier & Miquelon, Wallis Futuna
Norwegian Krone	Norway, Svalbard
South African Rand	South Africa
Swedish Krona	Sweden
Swiss Franc	Liechtenstein, Switzerland
US Dollar	Abu Dhabi, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Belarus, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo, Cote d'Ivoire, Democratic Republic of Congo, Djibouti, Dubai, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea-Bissau, Israel, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgystan, Lebanon Lesotho, Liberia, Malawi, Mali, Mauritania, Moldova, Mozambique, Namibia, Niger, Nigeria, Oman, Pakistan, Qatar, Republic of Yemen, Russian Federation, Rwanda, Sao Tome, Saudi Arabia, Senegal, Sierra Leone, Somalia, Sudan, Swaziland, Syrian Arab Republic, Tajikistan, Tanzania, Togo, Tunisia, Turkey, Turkmenistan, Uganda, Ukraine, United Arab Emirates, Uzbekistan, Zambia, Zimbabwe

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