

Doing Business With IBM

A Guide for Customers of IRIS Analytics in Europe, the Middle East,
Africa and North America



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Welcome to IBM

Welcome to IBM

IBM acquired IRIS Analytics GMBH (“IRIS”) on January 15th, 2016 and effective June 1st, 2016 all future IRIS business will be transacted through IBM.



Below you will find a document for you to download - 'Doing Business with IBM'. This guide describes the operational changes to expect as you transition to IBM’s business systems and processes.

Please take some time to review the details provided in this guide and also share this information with the appropriate individual(s) in your company who are also engaged with IRIS Analytics and IBM.

We are here to help you through this, and to ensure a smooth transition to IBM, so please do make use of the contact details within the guide if you have any questions.

As an IBM customer, you will have access to the IRIS offering, under the IBM brand, as well as the extensive IBM portfolio of software solutions and services offerings. We will continue to deliver a

high-quality responsive service through this transition period.

IBM uses Customer Numbers (ICNs) and Site Number to identify you as a customer.

Please watch for a letter from IBM containing your ICN and your Site Number to complete Step 3 described below.

Doing business with IBM: As easy as 1... 2... 3...

This document outlines 3 important steps that you need to take as soon as possible to help ensure a smooth transition to IBM’s business systems and processes.

Step 1: [Set up IBM in your company systems](#)

Step 2: [Access customer support](#)

Step 3: [Create your IBM Profile](#)

Step 1

Set up IBM in your company systems

Set up IBM in your company systems

Accounts payable & purchasing

Quoting and ordering through IBM

The format on proposals, quotes and invoices you receive will change after June 1st 2016 and they will be issued from an IBM entity. In some countries, the correspondence you will receive from IBM will be in local language.

New part numbers and product descriptions for the IBM IRIS offering will replace the existing IRIS product and service descriptions.

These new part numbers and descriptions will appear on proposals, quotes and invoices you receive from IBM.

In most countries, IBM standard payment terms of “due upon receipt” may be applicable. You will find this information on your IBM invoice, proposal, or quote.

Purchase Order Requirements

If your company requires a purchase order to be issued to facilitate payment for goods or services, IBM may require a new purchase order.

IBM as a vendor

If you do not already have IBM registered as a vendor in your system, then you will need to set up IBM as a vendor to manage all new purchases and invoices issued by IBM after June 1st, 2016.

For new transactions, the currency that you are using today may change to the currency that IBM uses to process transactions in your country.

You will need to update your systems with the new remit-to details and currency for new transactions where applicable. The new remit to information will appear at the bottom of your IBM invoice(s).

Important note: Invoices issued from IRIS paid after June 1st, 2016 should follow the payment terms and remit-to noted on the IRIS invoice.



Tax liability

Beginning June 1st, 2016, all invoices will include applicable sales tax or VAT (Europe only) unless you have a tax exempt certificate on file with IBM.

If you are currently exempt from local tax or VAT, please forward your company's Tax Exemption Certificate to your IRIS account manager and we will update your details in our system before your next invoice is issued.

Invoice Delivery

Invoices from IBM will be physically mailed to the 'Bill to' Contact of record.

Please visit the [Customer Support OnLine website](#) and select your country and then your invoices to view e-invoicing options.

Contracts

Your existing IRIS contract terms, conditions and pricing will be honoured for the current contract term but as of June 1st, 2016, these contracts will be assigned to IBM.

IBM offerings are governed by agreements; please visit the [Customer Support OnLine website](#) to view the IBM agreements. Select your country, then your contracts and then documents.

Renewing IRIS Software Support & Maintenance

Existing term licences or maintenance billings will continue in line with your existing agreement.

We will actively encourage migration to IBM's standard terms and conditions under the Passport Advantage program as soon as possible.

For more information on IBM's Passport Advantage Program, please contact your sales representative.

Professional Services

IRIS Services, including implementation, consulting, training and any additional services (excluding Technical Support) will be integrated into IBM Services.

The integrated IBM-IRIS Services team will continue to support IRIS customers with the implementation of the IRIS software and training on the use of the IRIS software. The integrated IBM-IRIS team will manage customer engagements and provide consultants and training instructors as required. Where applicable, the team may also make use of authorized IBM Services Business Partners.

Changes in Professional Services as of June 1st, 2016

IBM will assume any ongoing IRIS Services engagements and statements of work (SOWs) and will perform as originally contracted. You may continue to engage IBM Services for implementation, consulting, training, or additional services related to the IRIS Software.

After June 1, 2016, all new services orders will be contracted using IBM services agreements, rate structures and SOW's. The IBM services agreements, SOWs, and service order systems are separate from the IBM software licensing contracts and order systems.

As a result, you may receive more than one invoice for your services and software where previously you received a single invoice, i.e., professional services on one invoice and software support & maintenance on a different invoice.



Step 2

Access customer support

Access customer support

What does not change on June 1st, 2016?

Customer support for the IRIS offering will continue as is until further notice, meaning the entry points and tools used to obtain support will not change.

Support and Product Services

Support is provided per your existing IRIS agreements. All existing IRIS electronic, phone and email support access will remain the same based upon your contract.

Support tickets

IRIS customers will continue to use the same process concerning logging and tracking support issues using your current IRIS Username and Password as required where applicable, IBM's world-class customer support team may assist.

Software Downloads

Fixes for existing IRIS releases of the software will be made available if necessary. Requests should be made by contacting IBM IRIS Support.

Over time as any changes occur, information will be communicated to customers with ample lead time to allow for planning and a smooth transition.

Additional Information

As we work to integrate IRIS and IBM Technical Support, we will offer IRIS customers expanded capabilities through the existing IBM infrastructure. These changes will occur early in the 3rd quarter of 2016. A separate communication will be sent informing you of future modifications and any updates to the timeline. To stay up to date on these changes, as they occur please visit:

<http://www.ibm.com/software/support/IRISanalytics/index.html>



Step 3

Create your IBM Profile

Create your IBM Profile

Why do I need an IBM profile and registration?

You have been identified as the Primary Contact for your company, through records maintained by IRIS. Only a **single Primary Contact** can be designated per company site location in IBM systems.

Beginning June 1st 2016, we will start the process to load the IRIS customer contracts into IBM system; this activity is expected to take several weeks to complete. Once we've completed loading your IRIS contract, you will receive a Welcome Notification Letter by post. This letter will include your IBM Customer Number (ICN), Site Number and a passcode that you can use to complete your IBM registration.

The primary contact is responsible for ensuring that the appropriate people are designated for the site contact roles, if you will not fulfil these roles yourself. In order to be able to perform this role you need to create an IBM profile and IBM registration.

Create your IBM profile

[Click here to create or update your IBM profile.](#)

Once you have set up your profile, click the [Register](#) button in the right side menu.

Your IBM registration ID, also known as a Web ID, is your single point of access to IBM Web applications that are used to manage your site contact roles. You need just one IBM ID and one password to access any IBM registration-based application.

For additional information and guidance on setting up your IBM profile and IBM registration ID, consult our [Profile and Registration FAQ](#).

Alternatively, please feel free to contact the [IBM registration helpdesk](#).



Appendix

Further Guidance

Additional Information

Data privacy policy

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

