

# Doing Business With IBM

A Guide for Daeja customers in Europe, the Middle East and Africa



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Welcome to IBM

## Welcome to IBM

IBM announced the acquisition of Daeja on September 19, 2013 and as of April 1, 2014 all future Daeja business will be transacted through IBM.

As an IBM customer, you will have access to Daeja offerings, under the IBM brand, as well as the extensive IBM portfolio of software solutions and services offerings. IBM uses Customer Numbers (ICNs) and Software Site Numbers (SSNs) to identify you as a customer.

We will continue to deliver a high-quality responsive service through this transition period.

### *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 proposals, quotes and invoices you receive will change in format after April 1, 2014, and they will be issued from an IBM location. In some countries, the correspondence you will receive from IBM will be in local language.

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

**Important note:** Daeja-issued invoices that are paid after April 1, 2014 should follow the payment terms as noted on the Daeja invoice.

#### **Purchase Order Requirements**

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

#### **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 April 1, 2014.

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.

#### **Tax liability**

Beginning April 1, 2014, all invoices will include applicable tax (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 Daeja account manager and include in the email your ICN and SSN and we will update your details in our system before your next invoice is issued.

## *Software Subscription and Support Renewals*

Daeja's Maintenance and Support will be known as IBM Subscription and Support (S&S) after April 1, 2014.

### **Subscription and Support (S&S) Renewal**

In IBM, this is the annual maintenance renewal for an on premise/perpetual product license. Customers on valid S&S have access to technical support and new product releases.

### **Flexible Contract Type (FCT)**

S&S renewals transactions will be integrated into the IBM processes in a phased approach.

Customers will initially be migrated into IBM as a Flexible Contract Type (FCT). This allows IBM to migrate customer contracts into IBM fulfillment systems so that we can continue to fulfil orders and issue invoices. In the future, S&S renewals will transition to IBM's Passport Advantage program.

At that time, you will receive a notice to extend your IBM Daeja Software S&S under IBM's Passport Advantage program.

Notices will be generated from IBM systems and provided to you by your IBM Daeja renewal representative.

Refer to the following sections to understand how IBM will handle renewals, based on S&S expiry dates.

### **Renewal date before April 1, 2014**

You should have received an email from your Daeja Renewal representative and you should have proceeded with confirming your renewal by your current renewal date or March 31, 2014, whichever is earlier, to ensure that there are no disruptions in service. Any renewals not confirmed by that date will be re-quoted under IBM's terms and conditions. If you have not yet received a notification, please contact your Daeja Renewal representative.

### **Renewal dates between April 1, 2014 and May 31, 2014**

If your renewal falls within these dates, you should have received an email from your Daeja Renewal representative with an opportunity to renew early. If you elect not to take advantage of this opportunity by March 31, 2014, you will be re-quoted through IBM processes in the geography in which you are located. Any orders received after that date will need to be addressed



to IBM and will be subject to IBM's terms and conditions.

Invoicing, part numbers and payment terms will change to IBM standard conditions and the renewal end date will move out to the last day of the month. If you have not yet received a notification, please contact your Daeja Renewal representative.

#### **Renewal date after June 1, 2014**

Your Software Subscription and Support Renewal quote will be generated from IBM systems and provided to you by your IBM Subscription and Support Renewal representative. This quote will be subject to standard IBM terms and conditions, and the renewal end date will move out to the last day of the month.

In the future, Software Subscription and Support Renewals will transition to IBM's Passport Advantage program. At that time, you will receive a notice to renew your Daeja Software Subscription and Support Renewal for your IBM Daeja products through IBM's Passport Advantage program. Notices will be generated from IBM systems and provided to you by your IBM Software Subscription and Support Renewal representative.



Step 2

Access customer support

## Access customer support

Daeja Support offerings will be transitioned to IBM support beginning April 1, 2014 and supported by the IBM Daeja Support team. The IBM Daeja Support team will continue to focus on delivering customer satisfaction without compromise.

As we work to integrate Daeja and IBM Support, we will offer IBM Daeja customers expanded capabilities through the existing IBM Support infrastructure. For the most current information on the IBM Daeja Technical Support transition, visit <http://www-01.ibm.com/software/ecm/daeja/support/> for the latest updates. This site is also an excellent source of information for those new to IBM Support.

To receive support for Daeja products, a client must have a Subscription and Support maintenance agreement for Daeja products with IBM or have an existing active Daeja maintenance contract.

IBM anticipates that the full support transition will be completed by July 1, 2014.

## *What does not change on April 1, 2014?*

Support is provided per your existing Daeja Support contacts. Contact support at [daejasup@us.ibm.com](mailto:daejasup@us.ibm.com)

As part of the transition into IBM systems and processes, all Daeja customers have been contacted to validate their correct Primary, Technical Support and Bill-To Contacts. These are IBM concepts and roles.

**Below are informational highlights to help you understand the definition of those future roles in IBM Customer Support.** As a reminder, these roles are effective on April 1<sup>st</sup>, 2014.

When Daeja Support systems eventually cut over to IBM, these roles will be used in future communications to describe how new systems and entitlements will work.



## *Primary Contact*

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

In addition the Primary Contact will manage access to the IBM Download Site for their organisation's IBM Daeja software contract(s). The Primary Contact approves IBM Download Site access request from their organisation and will receive all download account management and communications.

The Primary Contact will also be the contact for annual support and subscription renewal quotations and invoices.

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

## *Site Technical Contact*

The **Site Technical Support** will manage access to IBM Technical and Customer Support Services and grant the authority to open Technical Support Requests on behalf of their organisation. The Technical Support Contact approves IBM Support site access requests from their company's employees and will receive all IBM Customer Support access instructions and communications.

More information regarding IBM Electronic Support can be found at <http://www-01.ibm.com/support/electronic/support/workwithibm.html>.

Only a **single** Site Technical Contact can be designated per company in the IBM systems. Additional Named Callers can be added to the system by the Site Technical Contact.

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, either through records maintained by Daeja, or through transition efforts to establish an accurate set of contacts for your company. Only a **single Primary Contact** can be designated per company site location in IBM systems.

Beginning April 1st, we will start the process to load the Daeja customer contracts into IBM system; this activity is expected to take several weeks to complete. Once we've completed loading your Daeja contract, you will receive a Welcome Notification Letter by post. This letter will include your IBM Customer Number (ICN), Software Site Number (SSN) and a passcode that you can use to complete you 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 of Primary Contact 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 (IBM ID), also known as a Web ID, is your single point of access to IBM Web applications which are used to manage your site contact roles. You need just one IBM ID and one password to access any IBM registration-based application.



# Appendix

## Further Guidance

## Further Guidance

### *Need assistance?*

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

Alternatively, contact the [IBM registration helpdesk](#).

### *Data privacy policy*

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

