



# IBM Software Partner Academy

## Tools zur technischen Unterstützung

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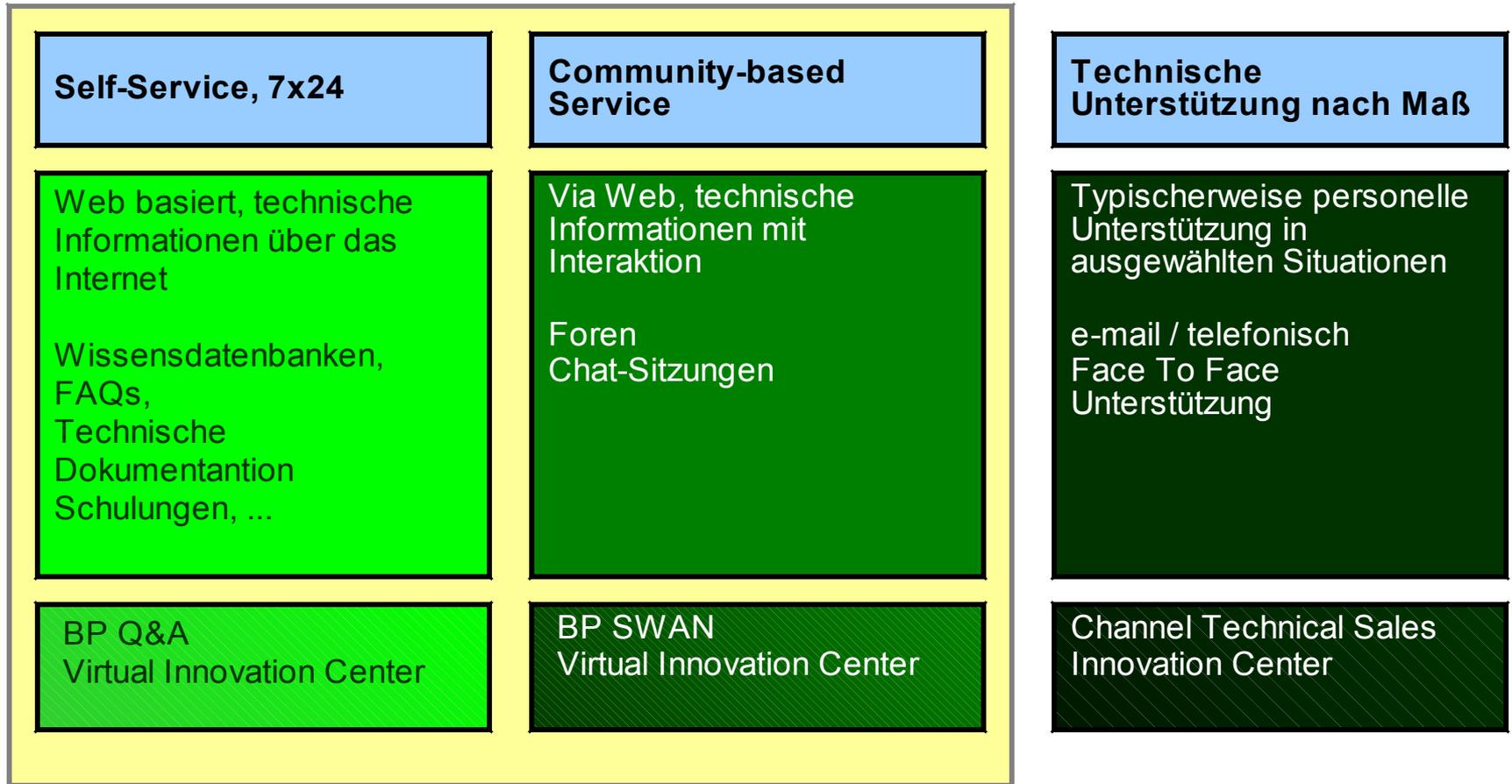
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# Unterstützungsformen

IBM bietet SWG Partner Unterstützung zu allen Phasen des Vertriebsprozesses



## Wichtige Quellen für Software Fragen - Die Tools im Überblick

### **BP Q&A**

Schlagwort-Suche über 70 publizierte technische Quellen

Die technischen Quellen zu Informationen über Installation, Produktfunktionalität, Konfiguration, Sizing und veröffentlichte Fixes

### **Software Answer Network (SWAN)**

Stellen Sie Fragen zu Vertrieb, Strategie oder technischen Inhalts und erhalten Sie Antworten von über 1200 Experten

### **Virtual Innovation Center**

Aufbau von Vertriebs & technischen Skills zu Software Produkten

Unterstützung bei Software Entwicklungs-Projekten und Beratung bei IBM Initiativen/Spezialitäten

# Business Partner Q&A

## Voraussetzung

Registrierung bei Partnerworld

## Erweiterung in PartnerWorld

Zugriff auf IBM internes Q&A Tool

Veröffentlicht in PartnerWorld 2007

Über 55.000 interne IBM Nutzer

mehr als 150.000 Suchen pro Monat

## Zugriff aus eine Vielzahl veröffentlichter Informationen

Suche in über 70 Datenquellen

Ergebnisse nach Relevanz sortiert

## Libraries

Im Internet veröffentlichte Dokumente

IBM Customer Support System (Retain)

## Business Partner Q&A

- We could not find any IBM Customer Numbers (ICN) in your Partner Profile associated with your ID. No PMS/PMH searches will be allowed.

Enter your search terms or select from previous or saved searches.  
Select the libraries and search engines you want to search below.

 Help

<b>Search terms:</b>	<input type="text" value="tivoli foundations application manager"/>	 Search
<b>Saved search terms:</b>	<input type="text" value="Or select from your saved 0 search terms"/>	
<b>Previous search terms:</b>	<input type="text" value="Or select from your previous 4 search terms"/>	
<b>Search engines</b> <span style="float: right;">[Need help with this section?]</span>		
Select the IBM BP Technical Search Engine to automatically search these libraries and more or select specific Web libraries to search.		
<input checked="" type="checkbox"/> IBM BP Technical Search (Omnifind) Optional: Select IBM BP <input type="radio"/> System i <input type="radio"/> System p <input type="radio"/> System x <input type="radio"/> System z <input type="radio"/> Storage Technical Search Engine <input type="radio"/> Information Mgmt <input type="radio"/> Lotus <input type="radio"/> Rational <input type="radio"/> Tivoli <input type="radio"/> WebSphere brand. <input type="text" value="x"/>		
<input type="checkbox"/> IBM Internet Google Search		
<b>Web libraries</b> <span style="float: right;">[Need help with this section?]</span>		
<input checked="" type="checkbox"/> Techdocs - The Technical Sales Library		<input checked="" type="checkbox"/> TechNotes Support Library
<input checked="" type="checkbox"/> IBM Redbooks		<input checked="" type="checkbox"/> Software Answer Network (SWAN)
<input checked="" type="checkbox"/> IBM Publications		
<b>RETAIN libraries</b> <span style="float: right;">[Need help with this section?]</span>		
<input type="checkbox"/> Q&A Usage Library - US		<input type="checkbox"/> APAR/PTF - System z, z/OS ,MVS
<input type="checkbox"/> Problem Diagnosis Data (PDD)		<input type="checkbox"/> APAR/PTF - z/VM, z/VSE, etc
<input type="checkbox"/> Flashes(pre 2002) & Technical Bulletins		<input type="checkbox"/> APAR/PTF - System i and System p
<input type="checkbox"/> Hints and Tips		<input type="checkbox"/> APAR/PTF - System x and misc products
<input type="checkbox"/> Problem Management Hardware (PMH)		<input type="checkbox"/> APAR/PTF - Program products
<input type="checkbox"/> Problem Management Software (PMS)		<input type="checkbox"/> APAR/PTF - CAD/CAM products
<b>Search PMRs, APARs, or PTFs</b>		
<b>Updated after date:</b> (PMR/APAR/PTF only)	<input type="text"/>	dd/mm/yyyy
<b>Closed after date:</b> (APAR/PTF only)	<input type="text"/>	dd/mm/yyyy
<b>Search for:</b>	<input type="radio"/> APARs <input type="radio"/> PTFs <input checked="" type="radio"/> All Items	
<b>Item status:</b>	<input type="radio"/> Open <input type="radio"/> Closed <input checked="" type="radio"/> All (PMR/APAR/PTF searches only)	
<b>Sort results:</b>	<input checked="" type="radio"/> Updated Date <input type="radio"/> Item # <input type="radio"/> Abstract <input type="radio"/> No	
<b>Synonyms:</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No (APAR/PTF searches only)	
<b>PMR display:</b>	<input checked="" type="radio"/> Active PMRs <input type="radio"/> Archived PMRs	
 Search		 Clear selections

## BP Q&A - Web Libraries

Quellen für Suchergebnisse, sortiert nach Library in chronologischer Reihenfolge

### TechDocs

Beinhaltet aktuelle Informationen zu Installation, Planung, Schulung und technischem Support

### IBM Redbooks

### IBM Publikationen

Software Answer Network (SWAN) gestartet März 2008, veröffentlichte Antworten zu Vertrieb, Strategie oder technischen Fragen zu IBM Software Produkten

## Business Partner Q&A

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Enter your search terms or select from previous or saved searches.  
Select the libraries and search engines you want to search below.



<b>Search terms:</b>	<input type="text" value="tivoli foundations application manager"/>	Search
<b>Saved search terms:</b>	<input type="text" value="Or select from your saved 0 search terms"/>	
<b>Previous search terms:</b>	<input type="text" value="Or select from your previous 4 search terms"/>	
<b>Search engines</b> <span style="float: right;">[Need help with this section?]</span>		
Select the IBM BP Technical Search Engine to automatically search these libraries and more or select specific Web libraries to search.		
<input checked="" type="checkbox"/> IBM BP Technical Search (Omnifind) Optional: Select IBM BP <input type="radio"/> System i <input type="radio"/> System p <input type="radio"/> System x <input type="radio"/> System z <input type="radio"/> Storage Technical Search Engine <input type="radio"/> Information Mgmt <input type="radio"/> Lotus <input type="radio"/> Rational <input type="radio"/> Tivoli <input type="radio"/> WebSphere brand. <input type="text" value="x"/> <input type="checkbox"/> IBM Internet Google Search		
<b>Web libraries</b> <span style="float: right;">[Need help with this section?]</span>		
<input checked="" type="checkbox"/> Techdocs - The Technical Sales Library <input checked="" type="checkbox"/> IBM Redbooks <input checked="" type="checkbox"/> IBM Publications <input checked="" type="checkbox"/> TechNotes Support Library <input checked="" type="checkbox"/> Software Answer Network (SWAN)		
<b>RETAIN libraries</b> <span style="float: right;">[Need help with this section?]</span>		
<input type="checkbox"/> Q&A Usage Library - US <input type="checkbox"/> Problem Diagnosis Data (PDD) <input type="checkbox"/> Flashes(pre 2002) & Technical Bulletins <input type="checkbox"/> Hints and Tips <input type="checkbox"/> Problem Management Hardware (PMH) <input type="checkbox"/> Problem Management Software (PMS) <input type="checkbox"/> APAR/PTF - System z, z/OS ,MVS <input type="checkbox"/> APAR/PTF - z/VM, z/VSE, etc <input type="checkbox"/> APAR/PTF - System i and System p <input type="checkbox"/> APAR/PTF - System x and misc products <input type="checkbox"/> APAR/PTF - Program products <input type="checkbox"/> APAR/PTF - CAD/CAM products		
<b>Search PMRs, APARs, or PTFs</b>		
<b>Updated after date:</b> (PMR/APAR/PTF only)	<input type="text"/>	dd/mm/yyyy
<b>Closed after date:</b> (APAR/PTF only)	<input type="text"/>	dd/mm/yyyy
<b>Search for:</b>	<input type="radio"/> APARs <input type="radio"/> PTFs <input checked="" type="radio"/> All Items	
<b>Item status:</b>	<input type="radio"/> Open <input type="radio"/> Closed <input checked="" type="radio"/> All (PMR/APAR/PTF searches only)	
<b>Sort results:</b>	<input checked="" type="radio"/> Updated Date <input type="radio"/> Item # <input type="radio"/> Abstract <input type="radio"/> No	
<b>Synonyms:</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No (APAR/PTF searches only)	
<b>PMR display:</b>	<input checked="" type="radio"/> Active PMRs <input type="radio"/> Archived PMRs	
Search		Clear selections

# BP Q&A Beispiel für Suchergebnisse in Web Libraries

IBM PartnerWorld > Technical > Business Partner Q&A >

## Search results by library

Select a document to display from a library below or refine your search.

- IBM BP Technical Search (Recommended Links) (0 items)
- IBM BP Technical Search (Omnifind) (50 items)
- TechDocs - The Technical Sales Library (0 items)
- IBM Redbooks (0 items)
- Loading IBM Publications
- TechNotes Support Library (50 items)
- Software Answer Network (SWAN) (1 items)

Search terms: tivoli foundations application manager

Search terms: tivoli foundations application manager

IBM BP Technical Search (Omnifind) (50 items out of 500)		
Title	Last Modified	Rel %
IBM keeps midsize organizations flexible with new offerings for Dynamic Infrastructure - Su... ...These new offerings include IBM Rational AppScan OnDemand <b>Tivoli Foundations Application Manager Tivoli Foundations Service Manager</b> IBM Software Services Enhanced ...Another key part of IBM rsquo s new ...	10/01/13	100%
IBM keeps midsize organizations flexible with new offerings for Dynamic Infrastructure - Su... ...These new offerings include IBM Rational AppScan OnDemand <b>Tivoli Foundations Application Manager Tivoli Foundations Service Manager</b> IBM Software Services Enhanced ...Another key part of IBM rsquo s new ...	10/01/13	100%
IBM Tivoli Network Manager IP Edition ...IBM <b>Tivoli</b> Netcool GUI Foundation Server The IBM <b>Tivoli</b> Netcool GUI Foundation is a server <b>application</b> that runs GUIs from ...Note The IBM <b>Tivoli</b> Netcool GUI Foundation uses the IBM <b>Tivoli</b> Netcool Secur...	09/11/27	94%
Netcool GUI Foundation ...Introduction to the Netcool GUI Foundation This chapter introduces the IBM <b>Tivoli</b> Netcool GUI Foundation and describes how it fits ...Foundation on page 20 Overview of the Netcool GUI Foundation The Net...	09/12/05	93%
IBM Redbooks   Integrating Tivoli Products ...Executive IBM <b>Tivoli</b> Business Service <b>Manager</b> scenario Chapter 11. ...His areas of expertise include <b>Tivoli</b> Service Availability and Performance Monitoring SAPM ISM products and <b>Tivoli</b> Provisioning Mana...	10/01/13	86%
IBM Redbooks   IBM Tivoli Application Dependency Discovery Manager Capabilities and Best Practi...	10/01/13	86%

Search terms: tivoli foundations application man

Software Answer Network (SWAN) (1 items)	
Title	Answered On
Tivoli Foundations - AS/400 OS and DB2	09/09/02

[↑ Back to top](#)

## BP Q&A - Retain Libraries

Support Informationen (Pre- & Postsales)

Wissensdatenbank mit Informationen zu Problem Management Records **PMR**, Authorized Program Analysis Reports **APAR**, und Program Temporary Fix **PTF**

**APAR** und **PTF** Aufzeichnungen können aus Kundenaktivitäten gewonnene Erkenntnisse enthalten, die veröffentlichten Informationen enthalten keine vertraulichen Daten

**Problem Management Records (PMRs)** Autorisierung über IBM Kundennummer erforderlich

**Usage Library, Problem Diagnosis Data**, und **Flashes** beinhalten technische Informationen von IBM Experten zu Implementierung und Support

## Business Partner Q&A

- We could not find any IBM Customer Numbers (ICN) in your Partner Profile associated with your ID. No PMS/PMH searches will be allowed.

Enter your search terms or select from previous or saved searches. Select the libraries and search engines you want to search below. [Help](#)

**Search terms:**

**Saved search terms:**

**Previous search terms:**

**Search engines** [\[Need help with this section?\]](#)  
Select the IBM BP Technical Search Engine to automatically search these libraries and more or select specific Web libraries to search.

IBM BP Technical Search (Omnifind)  
 IBM Internet Google Search

**Web libraries** [\[Need help with this section?\]](#)

Techdocs - The Technical Sales Library  
 IBM Redbooks  
 IBM Publications  
 TechNotes Support Library  
 Software Answer Network (SWAN)

**RETAIN libraries** [\[Need help with this section?\]](#)

<input checked="" type="checkbox"/> Q&A Usage Library - US	<input checked="" type="checkbox"/> APAR/PTF - System z, z/OS ,MVS
<input checked="" type="checkbox"/> Problem Diagnosis Data (PDD)	<input checked="" type="checkbox"/> APAR/PTF - z/VM, z/VSE, etc
<input checked="" type="checkbox"/> Flashes(pre 2002) & Technical Bulletins	<input checked="" type="checkbox"/> APAR/PTF - System i and System p
<input checked="" type="checkbox"/> Hints and Tips	<input checked="" type="checkbox"/> APAR/PTF - System x and misc products
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**Search PMRs, APARs, or PTFs**

**Updated after date:** (PMR/APAR/PTF only)  dd/mm/yyyy

**Closed after date:** (APAR/PTF only)  dd/mm/yyyy

**Search for:**  APARs  PTFs  All Items

## Beispiel für Abfrageergebnis – BP Q&A Retain Libraries

IBM PartnerWorld > Technical > Business Partner Q&A >

### Search results by library

Select a document to display from a library below or refine your search.

- **Loading Q&A Usage Library - US**
- **Problem Diagnosis Data (PDD)** (140 items)
- **Flashes(pre 2002) & Technical Bulletins** (2 items)
- **Hints and Tips** (0 items)
- **Problem Management Hardware (PMH)** (0 items)
- **Problem Management Software (PMS)** (0 items)
- **APAR/PTF - System z, z/OS ,MVS** (37 items)
- **APAR/PTF - z/VM, z/VSE, etc** (0 items)
- **APAR/PTF - System i and System p** (0 items)
- **APAR/PTF - System x and misc products** (153 items)
- **APAR/PTF - Program products** (18 items)
- **APAR/PTF - Program Products Lib B** (13 items)
- **APAR/PTF - CAD/CAM products** (0 items)

### Search results by library

Select a document to display from a library below or refine your search.

- **APAR/PTF - System x and misc products** (153 items)

Search terms:

 Search

 Save search terms

#### APAR/PTF - System x and misc products (153 items)

Item #	Updated	Days	Type	Code	Sev	Status	Abstract
<a href="#">IZ66796</a>	09/12/15	30			3	INTRAN	32-CHARACTERS LENGTH LIMITS FOR APPLICATION SERVER NAMES
<a href="#">IZ65193</a>	09/11/16	60		PER	3	CLOSED	WRONG VALUE FOR THE "TOTAL VIRTUAL MEMORY" ATTRIBUTE OF THE <b>SYSTEM</b> ATTRIBUTE GROUP ON AIX
<a href="#">IZ64696</a>	09/11/06	70			2	OPEN	LOOP AT INITIALIZATION 1DE00000=KDE1_STC_CANTBIND=11
<a href="#">IZ64708</a>	09/11/06	70		PER	2	CLOSED	LOOP AT INITIALIZATION 1DE00000=KDE1_STC_CANTBIND=11
<a href="#">IC63511</a>	09/10/05	101	APAR	PER	2	CLOSED	THE ADMINISTRATION CENTER <b>TIVOLI</b> COMMON REPORTING REPORT "TAPE VOLUME CAPACITY ANALYSIS" RETURNS NO DATA
<a href="#">IC63204</a>	09/09/15	122	APAR	PER	2	CLOSED	<b>TIVOLI</b> REPORTING <b>MONITORING</b> ITM 6.1.2 AIX INSTALL FAILURE AFTER LANGUAGE SELECTION
<a href="#">IZ58688</a>	09/08/17	150		PER	3	CLOSED	INCORRECT OUTPUT FOR "ARCH DEST PCT FULL" VALUE ON ORACLE AGENT
<a href="#">IZ55780</a>	09/07/23	175		PER	2	CLOSED	MISSING PUBSUB INFO DATA
<a href="#">IZ52162</a>	09/05/27	232		PER	2	CLOSED	NODE NAME OF KNO AGENT NOT APPEARING CORRECTLY WHEN INSTALLED INCERTAIN PATHS
<a href="#">IZ51760</a>	09/05/22	237		CAN	2	CLOSED	NODE NAME OF KNO AGENT NOT APPEARING CORRECTLY WHEN INSTALLED INCERTAIN PATHS
<a href="#">IZ51663</a>	09/05/21	238		PER	2	CLOSED	PROCESS MISSING SITUATION MIS-FIRING WITH GREAT PROCESS ACTIVITY
<a href="#">IZ51565</a>	09/05/20	239		PER	3	CLOSED	TACMD RETURNS 0 AS EXIT CODE WITH ERROR CODE KUIC02013E
<a href="#">IZ50003</a>	09/04/23	267		DOC	4	CLOSED	ITM VIOS README CONTAINS STEPS INCORRECT INFORMATION FOR INSTALLATION
<a href="#">IZ49731</a>	09/04/21	269		PER	2	CLOSED	T3 T1 AIX 5.3 INSTALL FAILURES MISSING LIBRARIES
<a href="#">IZ49704</a>	09/04/21	269		PER	2	CLOSED	IDS CONTAINING 'I' NOT INCLUDED IN INSTALLED APPS FOR TURKISH
<a href="#">IZ48542</a>	09/04/08	282		PER	2	CLOSED	ITM 6.2.1 IN TEP ADD MANAGEDSYSTEM DOES NOT WORK WITH JRE 1.6
<a href="#">IZ45139</a>	09/03/04	316		PER	3	CLOSED	64 BIT UI PACKAGE NOT INSTALLED PROPERLY ON AIX MACHINES
<a href="#">IZ43447</a>	09/02/06	345		DOC	2	CLOSED	ORACLE AGENT DOES NOT START. IT GIVES THE FOLLOWING ERROR:THE

# BP Q&A Question Submission / Fragen stellen

## SWAN - Software Answer Network

Plattform für Vertriebs-, Strategie- oder technische Fragen IBM Software Produkten

Voraussetzung: Advanced und Premier Partner oder Member mit Value Package

## Problembearbeitung

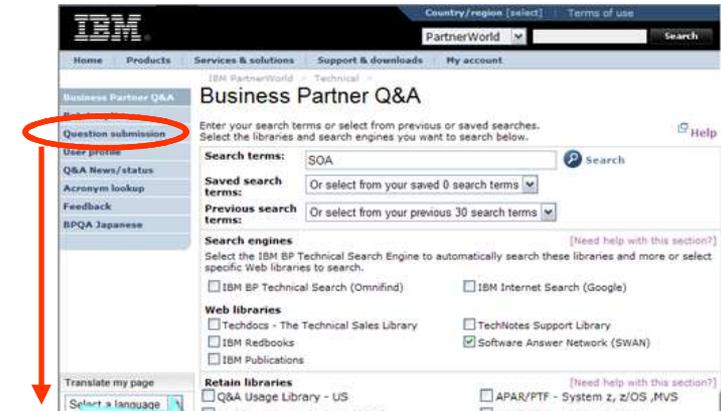
eSR - electronic Software Support (kostenpflichtig)

Usage/Defect Support für IBM Software, für die ein gültiger Passport Advantage Support Vertrag besteht

Business Partner können von Kunden als Repräsentanten definiert werden und so für den Kunden auf das System zugreifen

Electronic Service Request - Hardware and Software (kostenpflichtig)

Usage/Defect Support für Kunden/Partner mit Wartungsverträgen für IBM Software & Hardware



**eSR:** Electronic Service Request (ESR) is IBM's electronic problem submission tool for SW customers with an active Passport Advantage support contract on distributed middleware products. A Problem Management Record (PMR) is created from the ESR. Business Partners can establish a relationship with their end customers in the ESR tool to submit PMRs on their behalf.

**Electronic Service Requests - Hardware and Software:**  
Submit a service request for Hardware and Software electronically and monitor the status of your request.  
For hardware, this process can be used for machines under warranty, IBM Maintenance Agreement or for requesting hourly billable services.  
For Software, select the type of system or middleware and it will direct your request to the appropriate team automatically. These may require special registration and password that you would have received after purchasing services contract from IBM.  
When creating a new problem management report. You will be asked to provide detailed recreation scenarios. Detailed information is highly recommended. The product specialist assigned to you can provide faster resolution when provided with pertinent details.

**SWAN:** SWAN is a question-and-answer presales technical solution for inquiries on IBM software products. It extends our ability to provide our Partners with on demand access to software brand and cross-brand information and expertise by providing a searchable question/answer facility that connects Partners people to designated SWG experts as they research answers to questions. The webform is English Only at this time. This technical solution submission is for PartnerWorld members who are Advanced or Premier Partners and Members with Value Packages.

## SWAN

- Pool von 1200 freiwilligen Experten (Subject Matter Experts – SMEs)
  - IBM Mitarbeiter aus Vertrieb, Services und Labor (nicht Support)
- Geografisch priorisiert (näher zuerst)
- Priorität wählbar:
  - 1 Tag
  - 2 Tage
  - 5 Tage
  - bestmöglich
- Sobald Antwort vorliegt, wird der Nutzer per Email benachrichtigt
- Direkter Link zum Feedback wird in der E-Mail verschickt
- SWAN für BP [Benutzerhandbuch](#)
- Voraussetzung: Advanced und Premier Partner oder Member mit Value Package

IBM PartnerWorld » Technical » Configuration and sizing »

### Software Group Answer Network

The IBM Software Group Answer Network is a question-and-answer solution for general pre-sales enquiries on IBM Software Group products. It extends our ability to provide our Business Partners with on demand access to software brand and cross-brand information and expertise by providing a searchable question/answer facility that connects sales people and Business Partners to designated IBM Software Group experts as they research answers to questions. By using the form below you can post a question directly into the Software Group Answer Network and have it assigned to/answered by a subject matter expert.

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

#### Information or Service required

Please provide the required geographical, product and categorization information to enable assignment of your question to the most appropriate subject matter expert.

Geography: \*

Region: \*

Brand: \*

Group: \*

Product: \*

Type: \*

Topic:

Priority: \*

Select a Language: \*

Note: Please select one of the following languages if question text contains non-English characters

#### Business Partner Information

BP number:

Company name: \*

Name: \*

Phone number: \*

Mobile number:

Country: \*

Email address: \*

IBM ID:

#### Request information

Request summary: \*

# Virtual Innovation Center

## Flexibles Lernen

- Onlineschulungen (technisch/vertrieblich) zu IBM Hardware und Softwareprodukten.
- Vorbereitung zu Sales Mastery Zertifizierungen

## Direkte Unterstützung (auch in deutscher Sprache), bei Entwicklungsprojekten, Portierung und Migration.

- Online text chat
- E-mail support

## Zugriff auf Diskussionsforen

### Discussion forums

Post your opinions, ask questions, or give feedback on the topics that interest you most by participating in the VIC discussion forums! All posts are public and are reviewed by the VIC support team. If you post, you will need to have a screen name (available throughout the forum).

 Search

[VIC technical discussion forum](#)

[VIC sales discussion forum](#)

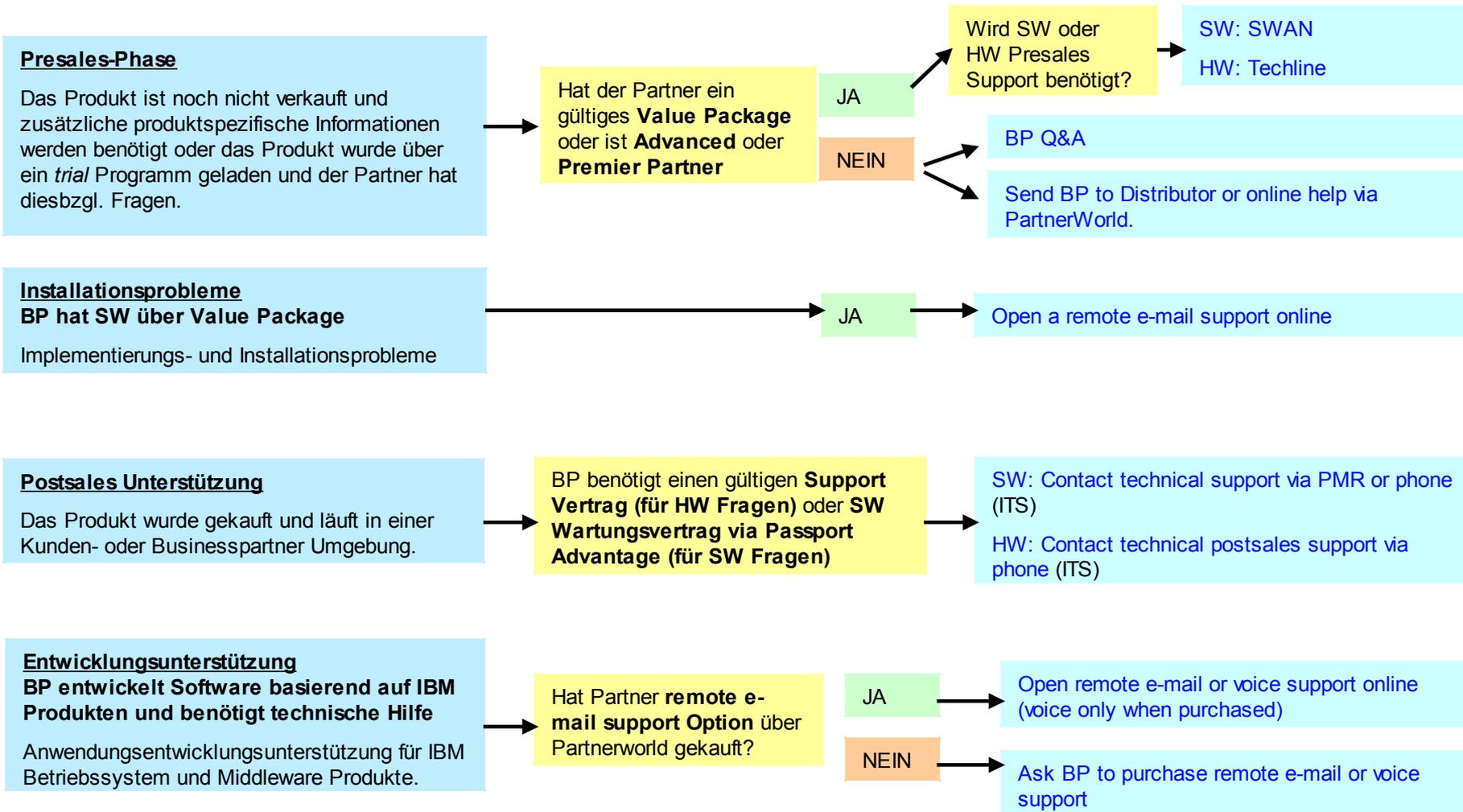
Virtual Innovation Center >

## Virtual Innovation Center

for IBM PartnerWorld

[ibm.com/partnerworld/vic](http://ibm.com/partnerworld/vic)

# Support Tool Wegweiser



# Value Package

## Das Value Package

Das Value Package beinhaltet Zugriff auf IBM Software, Erstattung von IBM Schulungsausgaben (You Pass We Pay), die zu Zertifizierungen führen, technische Unterstützung für IBM Software und vieles andere mehr!

Jahresgebühr: \$2000

## Die Software Access Option

Der Software Access Catalog bietet Ihnen Zugriff auf ein breit gefächertes Angebot an IBM Softwareprodukten, die Sie herunterladen (oder gegen eine zusätzliche Gebühr auf CD beziehen) können.

Jahresgebühr: \$795

## Bestehendes Value Package?

Wenn Sie Ihr Value Package 30 Tage vor Ablauf des Alten erneuern, erhalten Sie \$200 Nachlass

<http://www.ibm.com/partnerworld> ->Anmeldung für Mitglieder-> Partnerworld Programm->Value Package/Options->Ausführlichere Informationen



## Links

### **Business Partner Q&A:**

<http://www.ibm.com/partnerworld/bpqa>

### **SWAN:**

[https://www.ibm.com/partnerworld/mem/valuepack/mem\\_ben\\_value\\_resellers\\_swan.htm](https://www.ibm.com/partnerworld/mem/valuepack/mem_ben_value_resellers_swan.htm)

### **Virtual Innovation Center:**

<http://www-304.ibm.com/jct01005c/isv/welcome/vic.html>

### **Value Pack:**

[https://www-304.ibm.com/jct01005c/partnerworld/mem/valuepack/mem\\_valuepack\\_de.html](https://www-304.ibm.com/jct01005c/partnerworld/mem/valuepack/mem_valuepack_de.html)