

Doing Business With IBM

A WorldWide guide for Aspera Integrated Solution Partners

Effective July 1, 2015



Welcome to IBM!

On January 17, 2014, IBM acquired Aspera, Inc. (“Aspera”) to embark on a journey to jointly innovate and advance our leading technologies, and provide the best solutions for your big data movement challenges. On behalf of Aspera and IBM, we would like to welcome you to a new chapter in our history – one that combines Aspera’s cutting-edge innovation with IBM’s technology excellence and extensive software, hardware and services portfolio. We believe we can rapidly scale our offerings and introduce new products and services that will directly benefit you and positively impact your business.

Effective July 1, 2015, your partner agreement will be managed by IBM using IBM’s Flexible Contract Type (FCT) processes.

This guide describes operational changes to expect and resources available to help to ensure a smooth transition to IBM’s FCT business systems and processes for customer sales.

As a partner of IBM, you will continue to have access to Aspera 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 Aspera 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 Aspera representatives are available to answer any questions and to address your ongoing business needs.

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1. IBM Agreements and Credit

Agreements

Effective July 1, 2015, any agreements you have with Aspera that remain effective will be managed by the IBM Company that does business in the country where you are located or the IBM Company in the country servicing your location, as applicable. You will have received a separate letter if this applies to your company

As part of this process, IBM follows its “business as usual” compliance vetting process. If you are an existing IBM Business Partner this may have already been completed. If you do receive a request for information in this regard, please supply the requested information and return it promptly in accordance with the instructions contained in the request.

Credit

For each IBM business partner transacting directly with IBM (Tier 1 relationship), credit assessment is one component of the order management process. In the majority of cases the credit assessment is a function of publically available data. Absent this, it is likely that financial statements will be requested with which to evaluate credit worthiness. Such a request would typically be for the prior two year’s audited income statement and balance sheet.

It is possible – although rare – that transacting directly with IBM could be done only on a cash basis (payment at time of order) or with inclusion of a bank guarantee.

Purchase credit is granted commensurate with expected, near term revenue generation and is influenced by historical revenue, payment history, and your company’s size and financial strength. Also, payment terms called out in your Aspera contract will be honored by IBM as long as the contact is active.

Finally, using the sales forecast, the credit assessment can take place well before submission of the actual software order. Your IBM Aspera partner representative will manage this process inside of IBM.

In addition to purchase credit, IBM Global Finance offers other programs that may be applicable, such as credit lines and end user financing. If interested, the next step would be to alert your IBM partner representative.

2. Important Actions for Aspera Partners

Create an IBM profile

*Your company's Primary Contact will need to create an IBM profile**

An IBM Profile allows individual users to store their preferences, interest areas, contact details, support and registration settings in one centrally accessible location.

Create or update your IBM profile here: <https://www.ibm.com/account/profile/us>

*Individuals from current IBM partners may use their existing profile.

Create an IBM Registration

Your company's Primary Contact will need to create an IBM Registration

Your IBM Registration ID, also known as an IBM ID, is your single point of access to IBM web applications that use IBM Registration.

You need just one IBM ID and one password to access any IBM Registration based application.

Create or update your IBM Registration here: <https://www.ibm.com/account/profile/us?page=reg>

Please note there may be a delay of up to 15 minutes before you will be able to use your new IBM ID.

Need assistance?

For additional information and guidance on setting up your IBM profile and IBM Registration ID, consult our FAQ page here: <https://www.ibm.com/account/profile/us?page=faqhelp>

Alternatively, you may contact the Worldwide IBM Registration Helpdesk at the following link:

<https://www.ibm.com/account/profile/us?page=helpdesk>

3. Accounts Payable and Purchasing

Effective July 1, 2015, Aspera accounts payable and purchasing processes will migrate to IBM processes.

Important changes in Accounts Payable and Purchasing

Tax ID Exemption Certificates and Change Requirements

Partners located in the United States should note that effective July 1, 2015, the vendor applicable Tax Identification Number will change.

If you are currently exempt from Sales and Use tax, or local VAT, you will need to issue your company's tax exemption certificates to IBM with your first order after July 1, 2015.

*** Blank tax forms are available on applicable State websites.**

Taxes

Beginning July 1, 2015, 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.

Taxes – Partners in Asia Pacific

IBM's prices do not include any taxes; these include value added tax/ goods and services tax or business tax or consumption tax or surcharge. Where applicable the IBM company that does business in your country will charge taxes at the required rate and will include these taxes on the invoice.

Vendor name

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

Vendor remit-to addresses

Vendor remit-to address for checks, wire transfers and overnight payments will change after July 1, 2015.

The new details will appear on your invoices issued from IBM after July 1, 2015.

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 Aspera are different than those used by IBM, thus you may be transacting in a different currency with IBM. Some countries allow for multiple currencies. Additional details are included in Section 9 of this document.

Please work with your Aspera Sales Rep for any currency related questions.

Languages

In some countries, the correspondence you will receive from IBM may be in the local language.

* **Language preferences can be set in your IBM ID profile**

IBM Customer Number

Effective July 1, 2015, Aspera partners will be assigned an IBM Customer Number (ICN). Your ICN will be provided in a future communication from IBM. Alternately, you may contact [eCustomer care](http://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html) (www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html) to obtain this information.

Please note that your ICN will be used with all order-related communications.

Purchase documentation

All purchase documentation, such as invoices, will be sent to the contact(s) listed in the IBM profile associated with your ICN unless specified otherwise in your order.

Part numbers and product descriptions

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

These new part numbers and descriptions will appear on all order-related documentation.

Document formats

The format of documents (quotes, services statements of work, invoices, etc.) you receive will change in format after July 1, 2015, and they will be issued from the local/regional IBM operation covering your location. This may affect the remit-to address, and in certain countries, the transaction currency that you are using today.

PO requirements

If your company requires issuing a purchase order (PO) to facilitate payment for any goods or services, IBM may require a new purchase order. Contact your IBM Aspera representative with any questions.

New license agreements

IBM Aspera offerings are governed by license agreements which can be found here: <http://www-03.ibm.com/software/sla/sladb.nsf/search/>.

***Your legacy contract continues to apply to your existing software until such time as you move to the IBM license agreement**

Migration to new pricing metrics

Coming into IBM, your actively supported software purchases will move into IBM systems. At that time, your sales representative will be available to explain how your software is represented in IBM systems, as well as answer questions about any changes to the charge metrics of the offerings

4. Software Support

Aspera Support offerings will continue to be used after July 1, 2015 supported by the IBM Aspera Support team. The IBM Aspera Support team will continue to focus on delivering customer satisfaction without compromise.

The Aspera Customer Support phone, email and web portal interfaces will remain unchanged at this time. Refer to the IBM Aspera Technical Support Customer Center at: <http://www.ibm.com/software/info/aspera/support/> for the latest updates. Please ensure the Technical Support contact within your organization is aware that they should continue to access IBM Aspera Support in the same way they always have via their existing email, web portal and telephony routes.

As the integration of Aspera and IBM Support evolves, communications related to changes in your support experience can be found in the [IBM Aspera Technical Support Customer Center](#).

What does not change on July 1, 2015

Support and Product Services

Continue to access Aspera Technical Support through your existing email, phone and web portal channels. There are also no changes at this time to the ADN (Aspera Developer Network).

Support tickets

Aspera Support tickets continue to be logged on the [Aspera Support website](#), by [email](#) by [web portal](#) or by [calling Aspera directly](#). Continue to use your existing Aspera Usernames and/or Passwords to gain access.

Knowledge Base and Forums

Continue to access [Aspera's Knowledge Base](#) and [Forums](#)

Future changes

Prior to any changes being made, a separate communication will go out via email regarding modifications to the Aspera Customer Support sites and Telephony access. Refer to the [IBM Aspera Technical Support Customer Center](#) for the latest updates.

As part of the transition into IBM systems and processes, all Aspera partners 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 not yet effective**. When Aspera 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 the contact for notice of all changes to agreements or other contractual issues for software and non-software services. The Primary Contact will be responsible for informing IBM of all necessary changes to the customer account.

For companies with software contracts where downloads are available, the Primary Contact also manages access to the IBM Download Site for their organization. The Primary Contact approves IBM Download Site access requests from their organization and will receive all download account management and communications.

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

Technical Support Contact

The **Technical Support Contact** will manage access to IBM Technical and Customer Support Services for their company's Aspera contract(s). The Technical Support Contact approves IBM Customer Support site access requests from their company's employees and will receive all IBM Customer Support access instructions and communications.

At this time, Aspera customers and business partners will not use IBM's Service Request Tool or IBM's Client Success Portal to open new or existing requests for assistance.

5. Software Subscription and Support Renewals

Aspera Support Renewals will be integrated into the IBM Software Subscription and Support Renewals process through submission of royalty reports. Your Software Subscription and Support Renewal should be submitted on your usual submission schedule. A reporting template will be provided to you. See section 7 for more information.

6. Privacy Policy

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

7. Royalty and/or On Demand Overage Reports

If your agreement with Aspera calls for reporting of sales and royalty payments or reporting of On Demand overages, this section describes how that will work after July 1, 2015. Royalty or Overage Reports should be sent to a new address:

North America: Fax: 845-491-2779 or electronically to: ibmoemsw@us.ibm.com

Europe: Electronically to: oemord@ie.ibm.com

Asia Pacific: Electronically to: asadmin@cn.ibm.com

Note: You will receive a new royalty report template, with new IBM Aspera part numbers to use, in early July 2015. See Section 8 (“Additional Information”) for more information.

Report Format

Your IBM Aspera partner representative will reach out to you about the royalty report for use in royalty reporting. The report may be altered from time to time, and will be available from your IBM Aspera partner representative.

Frequency

Effective July 1, 2015, partners with royalty reporting obligations will be required to submit a royalty report to IBM once per month (or as per contract). Reports should be sent three days prior to the last working day of the month.

Invoicing

With the Transfer of Business to IBM as of July 1, 2015, the process for invoicing will change. IBM will be sending an invoice in the mail (post) to your billing address. This is the address that we verified with you in the last two months and the one that is written in your contract. IBM will not be sending invoices via email so please ensure you put in place the necessary controls to receive and pay the invoices promptly.

Completing a Royalty Report

For each tab:

Ensure your Company information is fully completed at the top of each tab including the relevant IBM Customer Number (ICN) and related Site number which is provided to you within this document. Enter the corresponding royalty report period month and year for ‘Royalties for the month of:’ (e.g. May, 2014)

Contact your local partner manager with any questions.

IBM Parts

Effective July 1, 2015, IBM will have created new part numbers that you will need to use. All orders must be submitted using an IBM part number (not Aspera part names and numbers). These part numbers, along with an appropriate description of each part, can be found in the product list that will be attached to the royalty report template in an email that you will receive.

In the past, if you have been accustomed to Aspera part names and numbers, these have now changed as Aspera has completed the integration into IBM. You must be careful to know which IBM part replaces the past Aspera part. Instructions on how to use the IBM parts within your royalty report will be given when you receive the royalty report template. See Section 8 (“Additional Information”) for more information.

8. Additional Information

Please note that important additional information will be communicated to you in July, 2015. This information is vital, as it gives you the ability to submit royalty reports. This information will include:

- Your IBM Customer Number
- Site Number
- The IBM royalty reporting spreadsheet
- Instructions on how to use the IBM royalty reporting spreadsheet
- The new IBM part numbers that you will need to use for the royalty reporting spreadsheet

This information will be sent electronically to your Primary Contact of record.

9. Currency Table

AP Currency Table	The table details the currency that IBM or its Business Partners do business in for various countries in Asia Pacific.	
	Currency	Country
	AUD	Australia, Cocos Islands, Christmas Island, Norfolk Island, Papua New Guinea, Solomon Islands, Western Samoa
	NZD	New Zealand, Cook Islands, Fiji,
	KRW	Korea
	CNY	China
	INR	India
	USD or SGD	Singapore
	USD	Brunei, Cambodia, Hong Kong, Indonesia, , Sri Lanka, , Macao, Maldives, Malaysia, Philippines, Taiwan, Thailand, Vietnam
	JPY	Japan
* Note: Services and other offerings covered by Statements of Work are usually provided in local currency.		

EMEA Currency Table

The table details the currency that IBM or its Business Partners do business in for various countries in Europe, the Middle East and Africa.

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