What is a Sizing Estimate?

A sizing estimate is an approximation of the hardware resources required to support an EAS, SCM or CRM implementation.

✔ It is a pre-sales effort based on information available at a point in time, providing an entry into understanding customers' hardware requirements.

✔ Customers' actual experiences will vary from the sizing estimate for many reasons, including batch and reporting workloads, and custom code. The degree of variability can range from small to very significant.

✔ IBM assumes no liability for actual results that differ from the sizing estimate.

The Sizing Team

The Techline Sizing Team is located in West Chester, Pennsylvania, outside of Philadelphia. For seven years, this team of twelve professionals has been sizing IBM hardware systems for EAS, SCM, and CRM software. The team members average over ten years of technical sales support experience with the full range of IBM hardware platforms.

The Sizing Team Supports. . .

The Sizing Team offesr sizing support free of charge to the following field representatives and their customers.

✔ IBM Marketing and Sales Specialists

✔ IBM Global Services

✔ Insides Sales and Tele-sales Representatives

✔ Consultants

✔ Business Partners

✔ ISV Employees

Support for Production Systems

The IBM Insight program and process offers high level workload analyses for installed, in-production systems. If you are in production with SAP R/3 or with any software package utilizing Oracle as the database, then consider IBM Insight.

IBM Insight for SAP/R3

✔ The *IBM Insight for SAP R/3* offering is for customers who are planning an SAP release upgrade and for those who are expanding their R/3 installations with new application modules or new users.

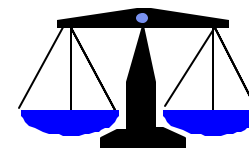✔ For more information, go to *http://www.ibm.com/erp/sap/insight*.

IBM Insight for Oracle

✔ *IBM Insight for Oracle DB* is designed to provide a high-level, convenient system analysis for in-production Oracle database environments. The analysis includes machine utilizations, memory utilization, disk activity, CPU consumption by type and time of day, and database cache and shared global area (SGA) analysis.

✔ For more information, go to *http://www.ibm.com/erp/oracle/insight*.

Techline

AMERICAS TECHLINE SALES SUPPORT

Americas Techline Sizing Team

IBM Techline

Providing hardware sizing support for EAS, SCM and CRM implementations.

March 2002

Requesting a Sizing Questionnaire

The first step of the sizing process is to obtain a sizing questionnaire for the specific ISV software product.

- ✔ Softcopy Questionnaires
  - To download a questionnaire, go to *http://www.ibm.com/erp/sizing.*
  - *IBMers may download questionnaires and Quick eSizing Guides from http://w3.ibm.com/support/americas/ sizing.html*
  - Or, send an e-mail request to eSizings@us.ibm.com. Please specify which ISV questionnaire you want and your e-mail address.

Submitting a Sizing Request

Return completed questionnaires to the Sizing Team.

- ✔ Softcopy Questionnaires
  - E-mail completed questionnaires to eSizings@us.ibm.com.
- ✔ Hardcopy Questionnaires
  - Fax completed questionnaires to **919-485-2941**

Turnaround Time

In most cases, we will complete the sizing estimate within two to five business days.

- ✔ When we receive your sizing request, we will send you an e-mail acknowledgment.
- ✔ Incomplete sizing questionnaires will require more time to complete.
- ✔ Complex sizing requests (e.g., requests with multiple scenarios) will also require more time to complete.
- ✔ We will send the sizing results, via e-mail, to the appropriate IBM representative or authorized business partner.

To Contact the Sizing Team

Please contact us with questions at any point in the sizing process. We can help with questions about the sizing questionnaires and the sizing results.

- ✔ E-mail Address
  - eSizings@us.ibm.com
- ✔ Lotus Notes
  - ibmerp/Philadelphia/IBM@IBMUS
- ✔ Telephone
  - 800-426-0222 (NA only)
  - 770-835-6690

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AMERICAS TECHLINE SALES SUPPORT

ISVs and Platforms Supported

The Sizing Team provides pre-sales sizing estimates for the following ISV and IBM solutions:

- ✔ Ariba Buyer
  - xSeries
  - pSeries
- ✔ Baan ERP
  - xSeries
  - iSeries
  - pSeries
  - zSeries
- ✔ i2 TradeMatrix Applications
  - pSeries
- ✔ J.D. Edwards OneWorld
  - xSeries
  - iSeries
  - pSeries
- ✔ Lawson Insight II
  - xSeries
  - pSeries
  - zSeries
- ✔ Oracle Applications
  - xSeries
  - pSeries
  - zSeries
- ✔ PeopleSoft Applications
  - xSeries
  - pSeries
  - zSeries
- ✔ Retek Retail Solution - RMS
  - pSeries
- ✔ SAP R/3
  - xSeries
  - iSeries
  - pSeries
  - zSeries
- ✔ Siebel eBusiness Applications
  - xSeries
  - iSeries
  - pSeries
  - zSeries (DB only)
- ✔ SSA BPCS (V6 and V8)
  - iSeries