

## SERVICES PROVIDED TO IBM BUSINESS PARTNERS

	ISV	Reseller	ASP	OEM	Integrator
<b>Member Services*</b>					
- General Business Discounts	Y	Y	Y	Y	Y
- Newsletter/Information via Web sites	Y	Y	Y	Y	Y
- IBM Software Mall for Eval Software	Y	Y	Y	Y	Y
- IBM Hardware Mall for IBM hardware discounts	Y	Y	Y	Y	Y
- Global Solutions Directory listing	Y	Y	Y	Y	Y
<b>Education</b>					
- Schedules, Course Descriptions, and Roadmaps	Y	Y	Y	Y	Y
- Discounted Fee Education*	Y	Y	Y	Y	Y
<b>Skills Certification Program</b>					
- Product/Role Certification for IBM Voice Products	Y	Y	Y	Y	Y
<b>Sales and Marketing</b>					
- Sales Executive Relationship /Support**	N	Y	Y	N	Y
- Business Development Resources+					
- PvC Web Site IBM Business Partner Listing****	Y	Y	Y	N	Y
- Application Briefs for IBM Business Partner Installations	Y	Y	Y	Y	Y
- Pervasive Market Development Funds**	N	Y	Y	N	Y
- IBM Business Partner Software Discounts*	Y	Y	Y	Y	Y
- PartnerInfo Data on the Web*	Y	Y	Y	Y	Y
- PartnerLine for Phone Access to PartnerWorld*	Y	Y	Y	Y	Y
- TechLine Pre-Sale Support*	Y	Y	Y	N	Y
<b>Events and Conferences</b>					
- PartnerWorld Conference*	Y	Y	Y	Y	Y
- Marketing Events Participation	Y	Y	Y	Y	Y
- Business Show Invitations	Y	Y	Y	Y	Y
<b>Technical Support and Services*</b>					
- IBM Technical Centers	Y	Y	Y	Y	Y
- Developers Support Program	Y	Y	Y	Y	Y
- Solution Partnership Centers	Y	Y	Y	Y	Y
- Product Introduction Center***	Y	Y	Y	Y	Y

\* For some Member Services, you must be a member of IBM **PartnerWorld for Developers** and/or IBM **PartnerWorld for Software** and may be required to purchase a **Value Option** or **Value Package**. If you are not a member of **PartnerWorld** and would like to be, join now, take advantage of the member benefits and services, and learn which **Value Options** provide the best benefits for your company.

\*\* Available for Voice – IBM Business Partners with **Voice Certification**.

\*\*\* Access to the Product Introduction Center is by nomination only.

\*\*\*\* Appropriate information to be supplied by the IBM Business Partner.

+ Business Development Resources available to top-tier ISVs.

**Note:** Certain ISVs may be eligible for MDF under separate agreements.

**Services provided to IBM Business Partners are subject to change without notice.**