
Discontinuing Distribution and Internal Use of Actuate Software: *Impact to Maximo Customers & Sales*

Tivoli Talk for Business Partners| 18 Oct 2010



Agenda

- **Fulfillment & Support**
- Moving Forward
- Reporting Options
- Sales Considerations
- Line Item Hold Fulfillment Process

Speakers:

Pam Denny – Maximo Designer and Architect

Scott Peluso – Maximo Support Manager

Candi Robison – Customer Fulfillment Manager

Pete Karns – Maximo Industry Solutions Sales Manager

Fulfillment

- Effective 10/1/2010, IBM will no longer offer and distribute Actuate products or updates to Actuate products
 - Phased approach to termination of fulfillment
 - Actuate 9 distribution terminated 7/30/2010
 - Actuate 7 & 8 distribution terminates 9/30/2010
- Distribution of Actuate Products that will be discontinued includes
 - iServer
 - erdPro
 - eSpreadsheet
 - Actuate Integration Files
- Termination of distribution does not include IBM Report Files (Example: Work Order Details Report)
- Additional Actuate software licenses and maintenance patches/upgrades must be obtained from Actuate Corporation after 10/1/2010

Support

- IBM will no longer distribute Actuate related fixes after 12/31/2010
- Effective immediately, defect fixes for Actuate components within Maximo products will no longer be accepted and/or included in future product updates
- Clients can continue to use Actuate Software in accordance with their Maximo license
- IBM will continue to support Actuate usage through IBM products' release End of Service (EOS) dates

Products & Versions with Fulfillment Impact

- Maximo Asset Management 5|6|7
- Maximo for Government 6|7
- Maximo for Life Sciences 6|7
- Maximo for Nuclear 6|7
- Maximo for Oil & Gas 6|7
- Maximo for Transportation 6|7
- Maximo for Utilities 6|7
- Maximo for Service Providers 6.1
- Maximo Spatial Asset Management 6.3
- Tivoli Asset Management for IT Service Providers 6.1
- Tivoli Asset Management for IT (AKA Maximo for ITAM) 6|7
- Tivoli Service Request Manager (AKA Service Desk) 6|7

Overview of Changes

- Removal of Actuate code from IBM products includes:
 - IBM Product downloads available at Passport Advantage
 - Latest product release patches and fix packs available at Fix Central and IBM FTP
 - Product enablement offerings

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Moving Forward: Maximo 5

- Maximo 5.2 End of Service date: September 30, 2010
 - Current patch: Patch 09
- Next patch: 5.2.9.1
- All Maximo 5.2 media removed from distribution availability on October 1, 2010

Moving Forward: Maximo 6

- All Maximo Asset Management v6 based products will be removed from Passport Advantage by October 1, 2010
- Industry Solutions will be repacked to include Industry Solution Product Only
 - Base Maximo will no longer be included in code
 - Spatial and Utilities Industry Solutions will no longer be available from Passport Advantage site after September 30, 2010
- Maximo, TAMIT, SRM and Service Desk v6 Products will continue to be supported through Release End of Service

Moving Forward: Maximo 7

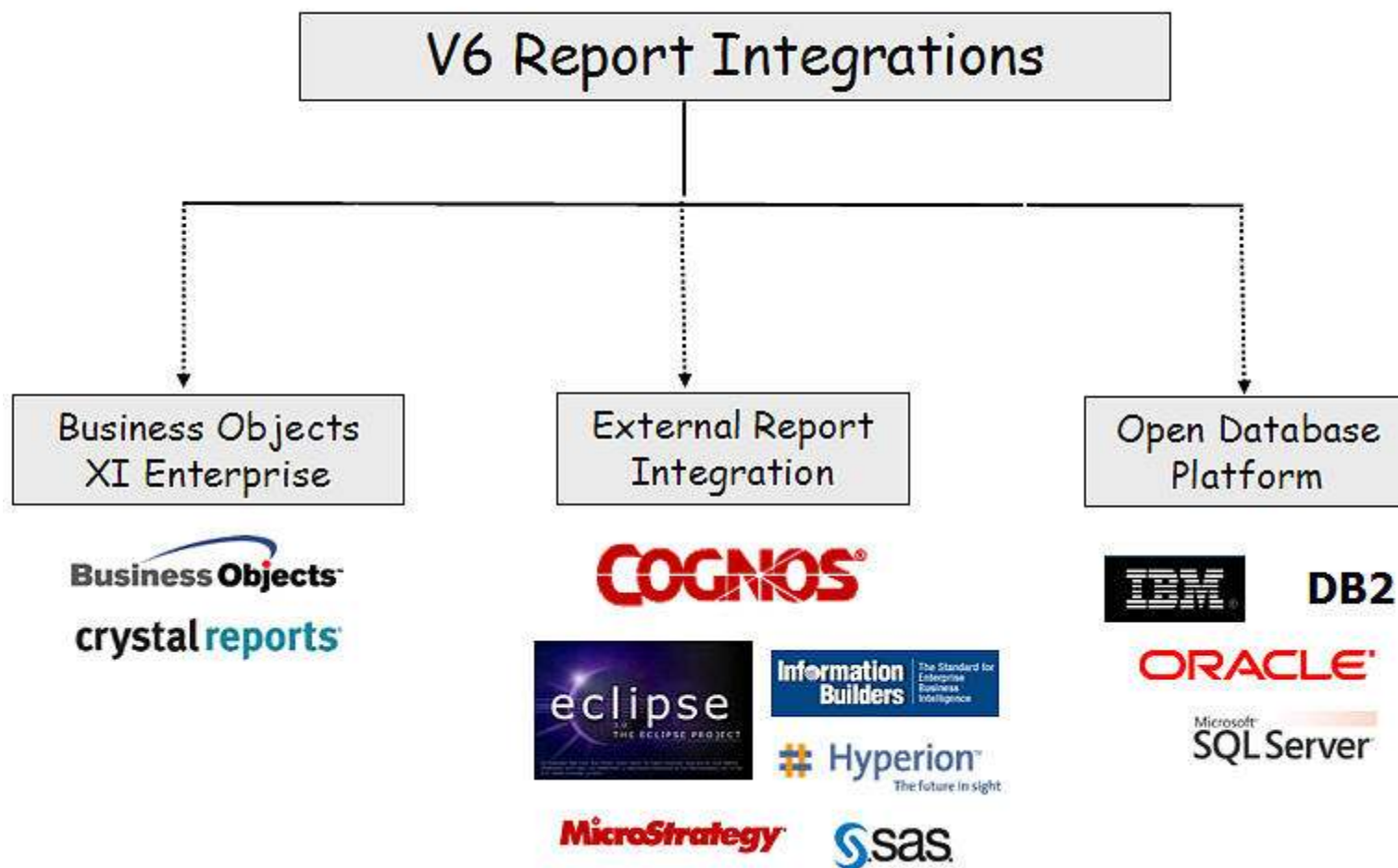
- Refresh Maximo and Base Services v7 e-Assemblies on Passport Advantage by October 1, 2010
- Update existing Fix Packs and hot fixes
- Effective immediately, Development no longer accepting/providing fixes on Actuate Report files
- Fulfillment of Actuate 9 code terminated 7/30/2010 for Maximo 5|6 customers upgrading to Maximo v7
- Upgrade to Maximo 7 will be modified
 - 9/10/2010 planned release of modified 6-7 upgrade utilities
 - Additional Maximo product upgrade information will be posted to Maximo Upgrade Resource Center [page](#)

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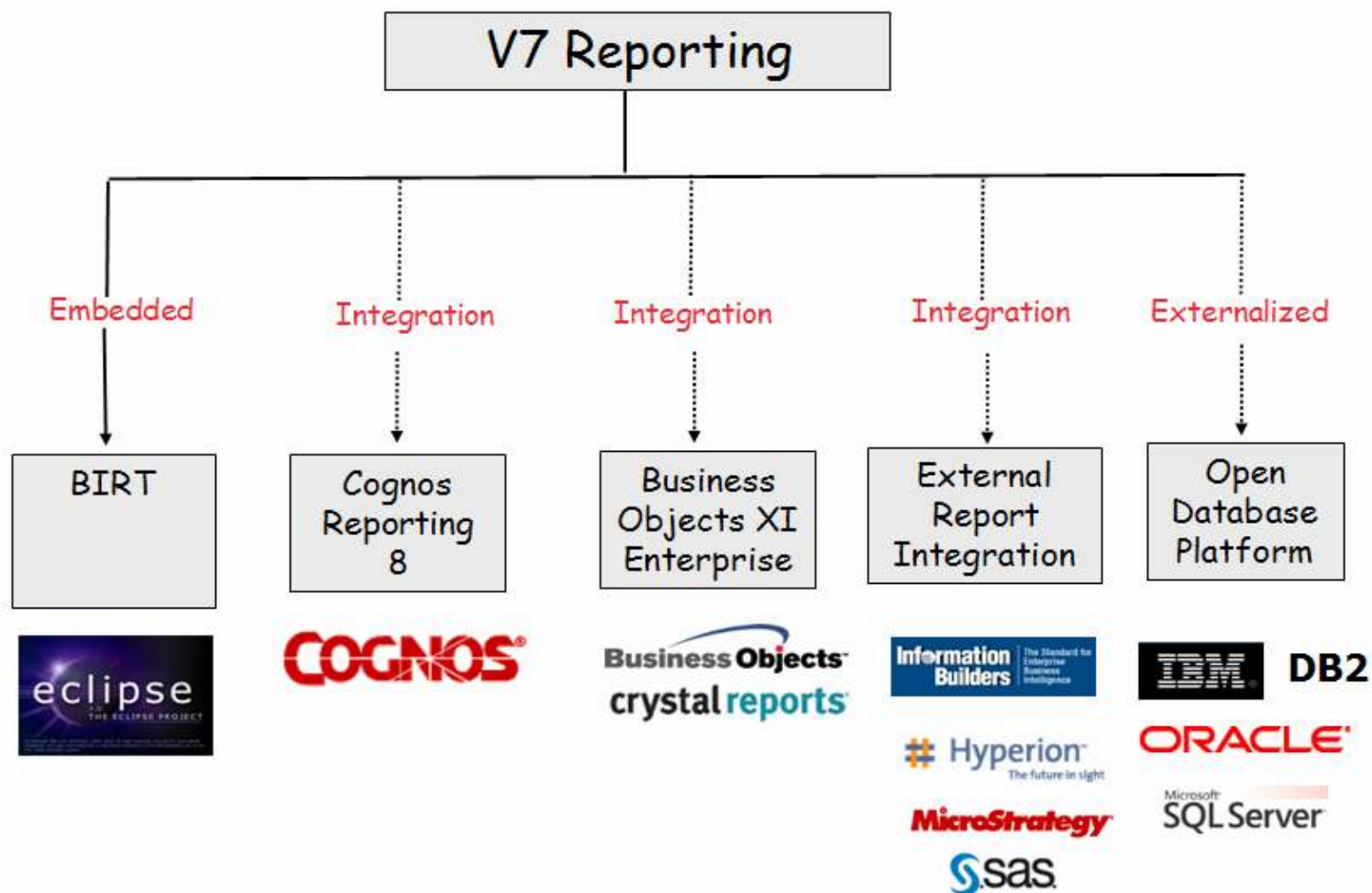
Reporting Options: Maximo 6

Maximo 6 enabled Open Reporting Architecture



Reporting Options: Maximo 7

Numerous Reporting Options in Maximo 7 to analyze powerful Maximo data



Communication Plan

- Two Support Technical Exchange (external) sessions
 - Product Changes 7/13/2010
 - Reporting Options 7/20/2010
- Customer letter posted to IBM.com and IBM Asset Management newsletter
 - <http://www-01.ibm.com/support/docview.wss?uid=swg21438945>
- Links to customer letter posted in various social networking sites
- Tivoli Talks and Sales Flash for communication to IBM and business partner selling communities to occur in early Q4 2010.

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Sales Considerations & Highlights

- Sales / Opportunity Owners;
 - New “line item hold” addition to firm order policy fulfillment process
 - “Go live” of changes planned for November 19th
 - New part numbers for most products = new quotes will need to be issued after Nov 19th
 - “Customer acknowledgement letter” needs to be introduced early in cycle
- Technical Professionals; Please adhere to recent Sales Flash guidance for handling your existing instances and VMs. All internal usage of products containing Actuate must cease.
- PoCs
 - Any PoCs in progress after October 1st need to be remediated. Please follow guidance in Sales Flash or talk to your FLM and or BUE for guidance
- What's Next
 - Additions to ordering policy will be implemented in Q4 – **PLEASE WATCH FOR ANNOUNCEMENTS AND TRAINING**

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- **IN ADDITION TO BAU Firm Order Policy MAXIMO ORDERS WILL REQUIRE THE FOLLOWING:**

- Customer Acknowledgment Form signed by End-User, form shall include the following:

- Version Customer has installed
 - Additional verbiage for existing customer to sign limiting their expansion of existing Actuate licenses when expanding Maximo Users
 - Alternatively customer can specify they do not use Actuate

- **Checking Versions**

- 4.x rejected
 - 5.x (after Sept 30th) rejected
 - 6.x add-on's ok, no new installations of 6.x
 - 7.x ok

Add-on functionality (i.e. Service Provider and Industry Solutions) will be reviewed on a case by case basis for customers running downlevel code.

- **Standard FOP (as defined by each GEO) includes, but is not limited to, the following:**

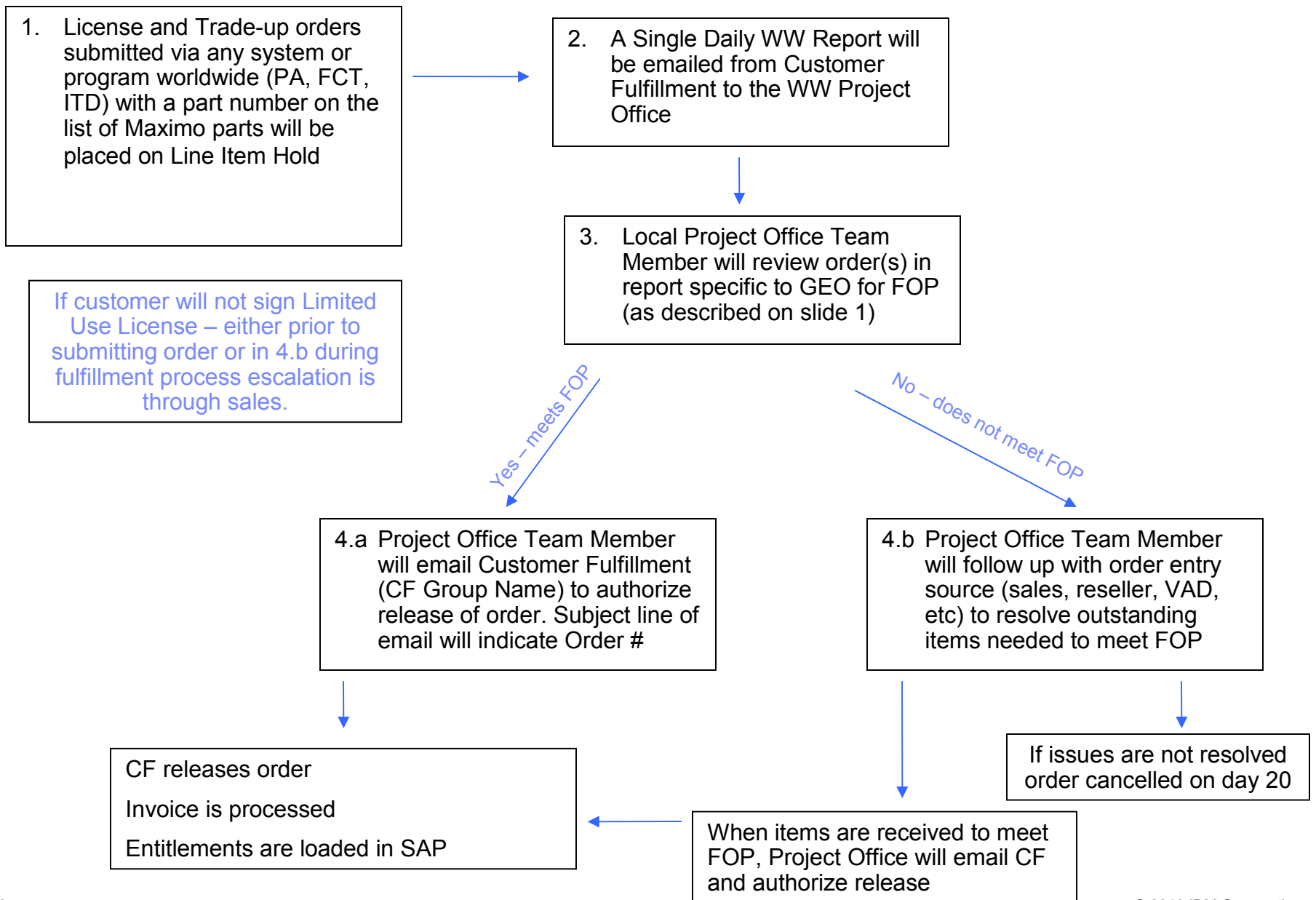
- Configuration
 - CRAD (customer requested arrival date)
 - Delivery/Installation location (End-user) designated on PO
 - Pricing/Payment Terms
 - PO, if PO driven customer
 - No Contingencies
 - Risk of loss transfer to customer
 - Signed Transaction Documents

- **EOQ Guidelines will include the requirement for the additional items to meet FOP. Accrual will require the Limited Use License and version to be specified.**

Products that will have Line Item Hold

- Maximo Asset Management
- Tivoli Asset Management for IT
- Maximo for Nuclear Power
- Maximo for Life Sciences
- Maximo for Utilities
- Maximo for Government
- Maximo for Oil and Gas
- Maximo for Transportation
- Maximo Spatial Asset Management
- Tivoli Service Request Manager
- Tivoli Service Request Manager for Service Providers
- Maximo Mobile Suite

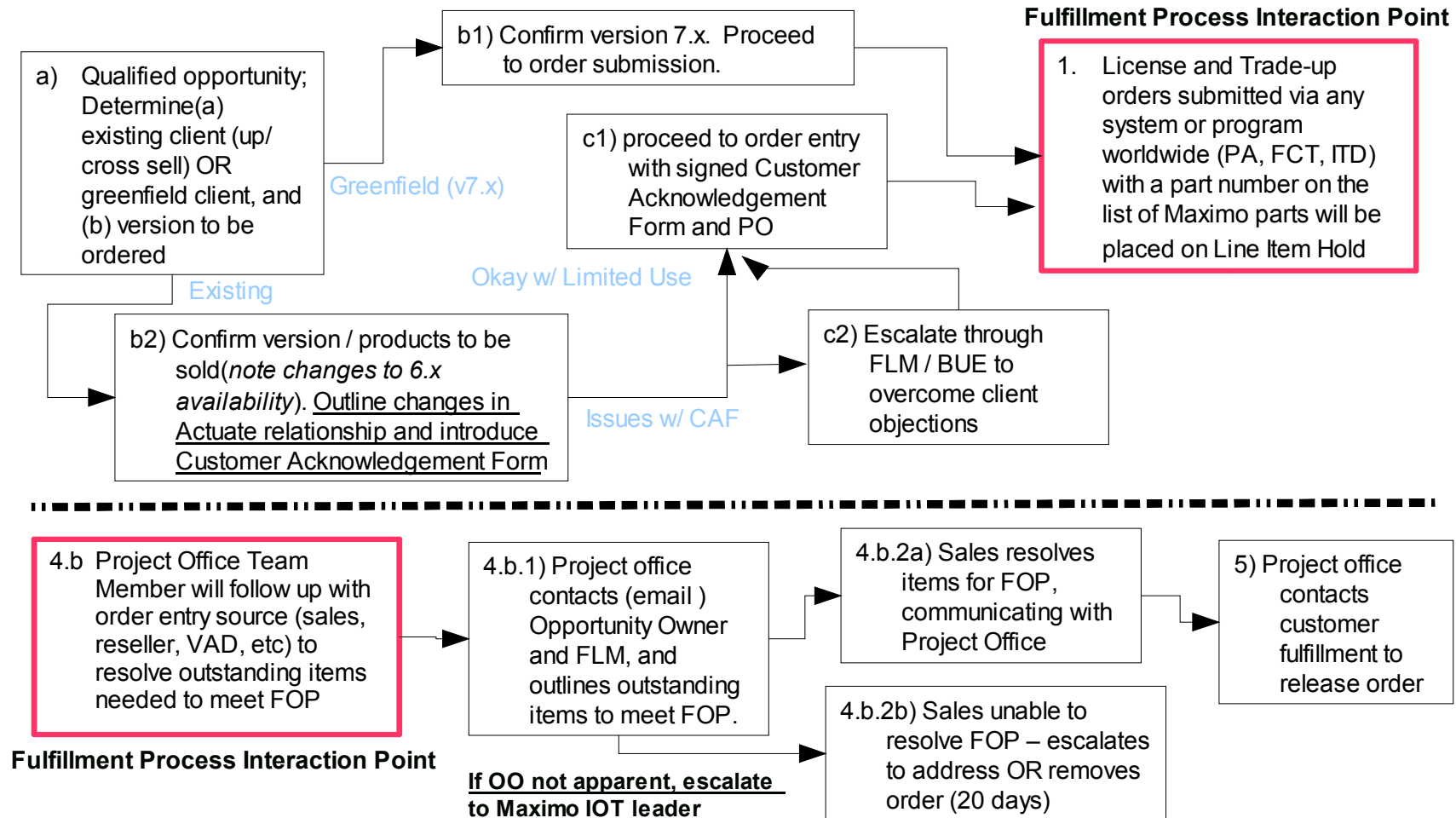
End to End Fulfillment Process



End to End Fulfillment Process: Sales Interaction w/ Project Office



NOTE: If customer will not sign the Customer Acknowledgement (prior to submitting order or in 4.b during fulfillment process) escalation is through sales management.



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