



IBM Passport Advantage and Passport Advantage Express

Software acquisition and maintenance offerings for organizations of all sizes

Passport Advantage and Passport Advantage Express

IBM Passport Advantage® and Passport Advantage Express are simple, comprehensive offerings that provide software licenses and Software Maintenance (Product Upgrades and Technical Support) that can be obtained using a common set of processes and tools.

Passport Advantage and Passport Advantage Express are solutions that help you get the most from your IBM software.

Common features of Passport Advantage and Passport Advantage Express

- *They share the same product list, including most commercially available IBM-distributed software for workstations and servers—IBM WebSphere®, Lotus®, Rational®, Tivoli® and DB2® Information Management.*
- *They can both be leveraged across multiple operating systems—IBM, Microsoft®, Sun Solaris, HP-UX, Linux® and more.*
- *They include the same product options.*
- *Software Maintenance features are identical—including a support Web site at **ibm.com**/software/support*
- *They both provide secure access to Passport Advantage Online, a Web tool that helps you manage your installed base of IBM software. You can manage your account information, leverage various reporting features, renew Software Maintenance, download software and learn about new versions available for your installed software.*
- *Both offerings are available through the same channels—your IBM Business Partner or directly from IBM.*

Passport Advantage

How you benefit

You get volume licensing—with more opportunities for better prices. Passport Advantage addresses the needs of large enterprises that may have multiple sites. The offering provides better prices for your volume purchases over

time and is based on your Relationship Suggested Volume Price (RSVP) Level. Your pricing improves based on the size of individual transactions—including purchases of products from other select software vendors. Passport Advantage also provides a Software Maintenance benefit, which includes both Product Upgrades and Technical Support.

How it works

- *New enrollments require a significant initial purchase.*
- *You receive an RSVP Level based on your initial acquisition of licenses and Software Maintenance.*
- *Future transactions will be based on your RSVP or size of the transaction—whichever results in the better price for you.*
- *Your RSVP is recalculated after every transaction.*
- *Additional locations or sites within your enterprise—located anywhere in the world—can enroll under the same agreement so your business can leverage its combined acquisition power across all sites.*
- *You get Software Maintenance with each Passport Advantage license you purchase. And, prorated renewal pricing is available to synchronize Software Maintenance coverage to a single anniversary date for ease of renewal.*

Passport Advantage Express

How you benefit

The features of Passport Advantage with the simplicity of transaction-based acquisition. Passport Advantage Express features a single price level—there are no points and no aggregating. Renewals take place on a per-transaction basis, rather than all being synchronized to a single anniversary date. The Software Maintenance benefit is identical to that of Passport Advantage.

How it works

Passport Advantage Express is designed for single-site, medium business enterprises. This new offering combines the full Passport Advantage product list with the simplicity of transaction-based acquisition. Passport Advantage Express does not require a relationship agreement—each transaction is subject to the terms and conditions in place at the time. Also, license acquisitions will include Software Maintenance coverage. That's all there is to it—simple, straightforward, easy.

Software Maintenance

Whether you acquire software through Passport Advantage or Passport Advantage Express, your organization gets Software Maintenance, which includes both Product Upgrades and Technical Support with each new license.

In challenging economic times, you can leverage your investment in IBM software with Software Maintenance—and lower your cost of ownership for IBM software products.

How it works

- *Coverage starts on the day of acquisition.*
- *Passport Advantage licenses have prorated renewals available for synchronization purposes (see explanation under Passport Advantage).*

Product Upgrades mean you're always up-to-date

Product Upgrades at a glance:

- *Lowers your cost of acquiring new versions and releases*
- *Provides access to the latest IBM software innovations*
- *Provides complete upgrade and cross-platform migration coverage*
- *Makes upgrading optional—never a requirement*
- *Protects your on demand business investment*

Product upgrades are easy on your budget. As new versions of IBM software are released, they come under the umbrella of your existing Software Maintenance. You don't have to budget for new software releases because they're included in your agreement. This makes it simple for your business to purchase and administer in one planning and budgeting cycle as part of its overall software-acquisition strategy.

Technical Support means you're always up and running

With Technical Support you get:

- *24x7 access to a variety of IBM technical resources in "Severity 1" situations. You determine whether or not the problem is critical to your organization and if you want it to be classified as a "Severity 1."*
- *Access to usage- and code-related voice support.*
- *No limits on the number of designated IT staff who can contact technical support for help.*
- *Access to the IBM Software Support Web site at ibm.com/software/support*
- *Enhanced self-help, navigation and advanced search capabilities for technical support (24x7).*
- *Worldwide electronic problem submission for IBM distributed software (Electronic Service Request [ESR] tool).*
- *IBM Software Support Guide, which provides detailed information on all IBM software support including technical support processes and a worldwide list of support center phone numbers.*

Helping you manage your installed base of IBM software

Each Passport Advantage and Passport Advantage Express customer gets two secure Web tools:

- *Passport Advantage Online*
- *Electronic Service Request (ESR) tool*

These tools put your account information, Software Maintenance renewals and instant access to software downloads at your fingertips—as well as access to submit and track electronic incidents.

Services available on Passport Advantage Online

ibm.com/software/passportadvantage (choose **Passport Advantage Online** tab and then **For customers**)

To assist you in managing your account and installed base of IBM software, Passport Advantage and Passport Advantage Express customers with active Software Maintenance can access Passport Advantage Online putting their account information and Software Maintenance renewals at their fingertips, as well as providing instant access to software downloads.

- *Software Download*—lets customers download and install new releases or upgrades on products with active Software Maintenance upon commercial availability.
- *Software Maintenance Renewal*—details coverage that is due for renewal and allows you to purchase through an IBM Business Partner or directly through IBM.
- *Popular Offerings catalog*—allows the selection of top-selling IBM software products from a broad catalog and then to purchase through an IBM Business Partner or directly through IBM.

- *E-notifications*—e-mails sent by IBM to inform customers with active Software Maintenance that product upgrades are available for download or to request CDs from Passport Advantage Online.
- *Contact update*—lets customers maintain current contact information so they can receive the most up-to-date information from IBM as soon as possible.
- *Proof of Entitlement (POE)*—confirms the products, quantities and services that your customers have ordered and are eligible to install.
- *Reporting*—provides quick and easy access to Passport Advantage reports about downloaded software, media order history, entitled software, and purchase history.

To access Passport Advantage Online, you must:

- *Have an IBM registration user ID and password. If you do not have one, you can register from Passport Advantage Online.*
- *The Primary Contact for your organization must be the first to register and is required to grant access to other users. This allows an unlimited number of users to use their own user ID and password to access Passport Advantage Online.*

eCustomer Care

ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html

For registration questions, navigation assistance and general questions on Passport Advantage Online, click the link above to contact the eCustomer Care Team.

Services available on the Support Web site

ibm.com/software/support

To assist you in managing your installed base of IBM software, each Passport Advantage and Passport Advantage Express customer with active Software Maintenance can access the Support Web site to obtain product and technical information and to electronically report problems on the products being installed or used.

Services available on the Support site:

- *Fixes and fix packs – download interim fixes and fix-packs*
- *Documentation – search for technotes, Authorized Program Analysis Reports (APARs) and other product and technical information to help answer technical questions*
- *E-mail updates – receive weekly e-mail updates for flashes and fixes that can be enabled through the My Support function*
- *Electronic Service Request (ESR) tool – submit and track Problem Management Records (PMR) electronically by using ESR. This tool allows you to:*
 - *Open and update PMRs*
 - *Run, view and download PMR reports in a spreadsheet*
 - *Receive e-mail notifications when your PMR is updated*
 - *Manage Authorized Caller lists for ESR if you are a Site Technical Contact (STC).*

To access the ESR and entitled content on the Support Web site, you must:

- *Have an IBM registration user ID and password. If you do not have one, you can register from the Support Web site.*
- *Be listed as an Authorized Caller under your contract number. Contact your Site Technical Contact (STC) to add you. (ESR only)*

Note: There are two distinct access lists relative to Passport Advantage Online and the ESR tool. To access the ESR tool from the Support Web site or from any specific product support site, click **Submit and track problem** links.

ESR Help Desk

ibm.com/software/support/help-contactus.html

For registration, access and general questions on the ESR tool, click the link above to contact the ESR Help Desk.

Issue	Passport Advantage and Passport Advantage Express	Other vendors' offerings
I need an offering that's flexible with a lot of options.	You get lots of options with Passport Advantage and Passport Advantage Express. You can choose application solutions from most commercially available IBM-distributed software for workstations and servers—Lotus, WebSphere, Rational, Tivoli and DB2 Information Management. Your software will run on most operating systems. Plus, you can choose from whom you purchase your software—IBM Business Partners or directly from IBM.	You get fewer options. You're limited in your selection of products from among their total catalog of software solutions.
Do purchases from third-party software vendors allow my company to get better prices?	Passport Advantage—Yes. Purchases from <i>select</i> other software vendors may be used to improve your company's RSVP. Passport Advantage Express—No. Passport Advantage Express is transaction-based.	No. Most vendors' offerings give you credit only on purchases of their products.
Is the offering designed so that I purchase both product upgrades and technical support?	Yes. Passport Advantage and Passport Advantage Express offer these together as Software Maintenance, which includes both Technical Support and Product Upgrades. It's a complete solution. You're always covered with Technical Support for critical situations—even when you're upgrading to new versions covered by Product Upgrades.	Not necessarily. Some vendors' maintenance offerings include either technical support or product upgrades— but not both. Or, the purchase of a license might not include maintenance at all.
What is the bottom-line value of the offering?	With Passport Advantage and Passport Advantage Express you get an increased return on your IBM investment, solutions designed to lower your cost of doing business, your own personal Web tools, and free access to the latest IBM software innovations and technical support through Software Maintenance—a complete solution.	It depends. Some vendors' offerings include expensive add-ons—such as support—that are included as a package with IBM Passport Advantage and Passport Advantage Express.



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U.S.A.

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04-05
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