

The value of Passport Advantage and
Passport Advantage Express



Passport Advantage and Passport Advantage Express

Software acquisition and maintenance offerings that are an excellent match for your organization

***With our license acquisition and Software Maintenance offerings,
you'll be more than satisfied with your IBM software***

You'll be pleased with your ingenuity and business savvy

Because after you've acquired the license for your software, it remains in effect. Period. This means that you never have to worry about renewing the right to use the software—or budget in a renewal expense. Your return on investment (ROI) starts right there.

Our software offerings encompass most commercially available IBM-distributed software for workstations and servers. Select from among IBM Lotus®, WebSphere®, Tivoli®, Rational® and DB2® Information Management software.

Functionality across multiple operating systems allows you to capitalize on a wealth of products, solutions and platforms. Included are IBM, Microsoft®, the Sun Solaris operating environment, HP-UX, Linux® and many more platforms.

Your ROI continues with our comprehensive Software Maintenance

You'll get Software Maintenance (Product Upgrades and Technical Support) to help you quickly get your software up and running smoothly. Our Technical Support remains among the most comprehensive and complete in the industry. And our Technical Support professionals provide clear, consistent, expert assistance. We're here to keep your organization going strong. Moreover, we want you to feel comfortable deploying and using your software. So we make sure that our Technical Support is always there for you—online or over the phone. Your organization won't lose time and money waiting for answers.

What exactly does Technical Support furnish?

- *24x7 access to a variety of IBM technical resources in "Severity 1" situations. More importantly, 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 how many of your designated IT technical staff 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 list of worldwide support center phone numbers*

Another wealth of extras that accompanies your IBM software: Product Upgrades

You truly get your money's worth through our upgrades. Does it sometimes seem that as soon as you invest in a piece of technology, the next version is being advertised? This is not the case when an upgrade to your IBM software is released—it's included automatically through Software Maintenance. Your organization will always have the latest and most advanced products. And we'll notify you when upgrades are ready—you won't have to stay on top of the technical news to keep your software current. Plus, you'll avoid the hassle of adding upgrade expenses to your budget concerns. And whenever you prefer not to upgrade a product, that's perfectly fine—the option to upgrade or not is yours.

Passport Advantage Express

You're a free agent when it comes to your software and licensing needs

With Passport Advantage® Express, you call the shots. No relationship agreement required. No significant initial purchase required. No need for volume purchases over time. You simply purchase the software you need, whenever you need it. Transactions are subject to the terms and conditions in effect at the time of sale.

Renewals are on a per-transaction basis, allowing you to spread the cost over your budget year. Your schedule, your call.

You enjoy the streamlined ease of transaction-based acquisition, and your IBM team stands ready to support you when you need us.

Constructed expressly for midsized organizations

Passport Advantage Express is best suited for the single-site, midsized organization that prefers to remain unencumbered by a further-reaching relationship. If you want to stay on top of your game, Passport Advantage Express is for you. Even if you want a single copy of one product, you'll get our Software Maintenance included — full Technical Support and timely upgrades on your purchases. Because you deserve the same privileges that larger organizations get.

Passport Advantage

When it comes to your software and licensing needs, you're a member of our team

This relationship pays off, with better prices for volume purchases over time. You qualify for volume discounts with your significant initial purchase. The Passport Advantage offering builds on the size of your individual transactions — including products from other, select software vendors.

The offering is based on your Relationship Suggested Volume Price (RSVP) Level. You receive your RSVP Level based on your initial acquisition of software and Software Maintenance. Future transactions are then based on either your RSVP or on the size of the transaction — whichever results in the better price for you. RSVP is recalculated after every transaction, which can mean even better pricing for subsequent transactions.

Each Passport Advantage license you purchase comes with Software Maintenance. Prorated renewal pricing is available to coordinate Software Maintenance coverage to a single anniversary date.

*Your personal IBM Web tool keeps your information organized and efficient. We'll even take care of your administrative details and save you time. You will have a centralized location for reviewing your eNotifications of product upgrades available for download or for obtaining those upgrades on CD. Your account information — purchase history, contact information, all the essentials — is safe and ready for you whenever you want to use it for business-planning purposes. All you have to do is access Passport Advantage Online through **ibm.com/software/passportadvantage**.*

Created to give larger organizations an advantage

If you're in a large enterprise, perhaps with multiple sites, it makes good sense to have a relationship agreement with IBM. Partnering with a proven team affords your business the opportunity to leverage its combined acquisition power. Passport Advantage discounts your volume purchases over time, providing even greater discounts based on the size of individual transactions. What's more, additional sites within your enterprise — located anywhere in the world — can enroll under the same agreement.

Passport Advantage and Passport Advantage Express Web tools

Passport Advantage and Passport Advantage Express customers get two secure Web tools to manage their installed base of IBM software:

- *Passport Advantage Online* at **ibm.com/software/passportadvantage**
- *Electronic Service Request (ESR) tool* **ibm.com/software/support**

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 purchase of top-selling IBM software products from a broad catalog and purchase through an IBM Business Partner or directly through IBM.
- *E-notifications*—are 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*—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 IDs and passwords 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, Passport Advantage and Passport Advantage Express customers 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 Web 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 (PMRs) 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 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 |
|---|---|
| I need a 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, Tivoli, Rational 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. |
| Will my company receive better pricing from purchases made from other software vendors? | Passport Advantage—Yes. Purchases from other select software vendors may be used to improve your company's RSVP. Passport Advantage Express—No. Passport Advantage Express is transaction-based. |
| Is the offering designed so that I purchase both product upgrades and technical support? | Yes. Passport Advantage and Passport Advantage Express package these together as Software Maintenance. It 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 the Product Upgrade feature. |
| 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, world-class solutions designed to lower your cost of doing business, your own personal Web tool, and free access to the latest IBM software innovations and Technical Support through Software Maintenance—a complete solution. |

Software should be more than offerings that direct the operation of a computer. Your software functions as a set of tools to help build your business. At IBM, we forge high-quality tools—and then we prove how durable they are.



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