Doing Business with IBM
A Guide for ILOG Academic Customers
in Asia Pacific

Welcome to IBM!

On December 29, 2008, IBM completed the acquisition of ILOG, a leading provider of powerful easy-to-use tools for business rules, optimization, visualization and supply chain management.

Since your organization has licensed software solutions, contracted services or has a customer support agreement with ILOG, we would like to welcome you to the IBM family and provide key information that will help you transact business with IBM in the near future. As stated in the Transfer of Business letter, although all of the processes are changing, most contacts in sales, service delivery, support and education delivery will remain the same.

What Transitioning to IBM Means for You

Now that ILOG integration into IBM has begun, there are some important items that are either for your information or require your action. Please use this information as it applies to your business.

As a customer of IBM, you'll continue to have access to an extensive portfolio of software solutions and services offerings, while enjoying the high-quality, responsive service you've come to expect.

We anticipate you and your organization will experience a smooth transition to IBM during the next several months. During this process, the IBM team and your IBM/ILOG representative are available to answer any questions you may have, and to handle your ongoing software and service needs.

Feel free to contact Jong-Shyan Kao at kaojs@sg.ibm.com with any questions for ASEAN, India, and Korea. For China and Taiwan, please contact Cindy Tian at ctian@cn.ibm.com.

This document includes important information for:

    I. Accounts Payable and Purchasing
    II. Software Support

I. Accounts Payable and Purchasing

Effective July 1, 2009, you will begin to notice changes as ILOG processes begin to integrate with IBM. This document will explain many of the important changes about transacting business with IBM.

IBM is pleased to offer ILOG products and services through the IBM infrastructure. Our goal is to give our customers flexible, integrated solutions that link departments, customers, and manufacturing and delivery centers, both locally and globally. IBM offers a variety of strategic services to assist you with the ordering, invoicing and payment for IBM solutions.

The benefit you receive is a common process for your acquisition of software products and services from IBM. Please let us bring to your attention a few of the changes that may directly impact you.

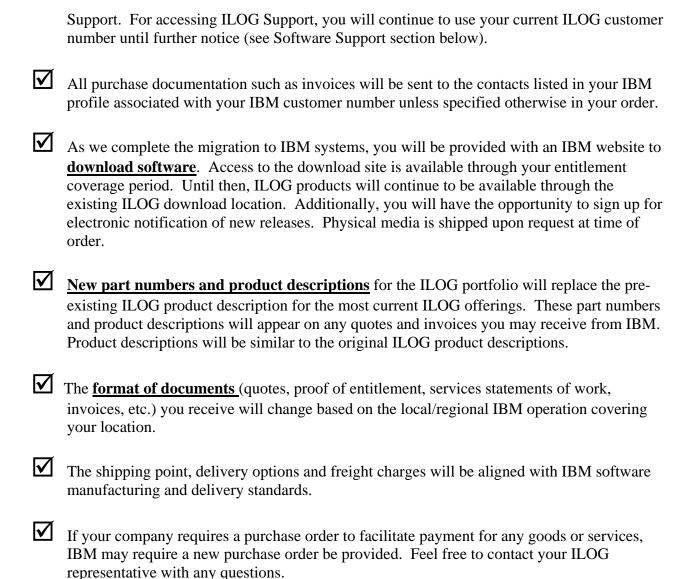## ☑ These items are for your information ☞ These items require your action

Changes you may encounter with your vendor records:

The quotes and invoices you receive will change in format after July 1, 2009 and they will be issued from an IBM location as appropriate. This may affect the remit to address, and in certain countries, the transaction currency that you are using today. Please check the following items on your internal vendor records:

☑ Vendor **name will change** from ILOG to the applicable local/regional IBM operation covering your location (we will use the term "Vendor" below to represent the IBM operation).

☑ Vendor **remit to addresses** for checks, wire transfers and overnight payments will change for all new business after July 1, 2009. The new details will appear on your invoices issued from IBM after that date.

☑ In most countries, Vendor **standard payment terms** of "due upon receipt" may be applicable. You can find this information on either your invoice or quote.

☑ In some countries, the currencies used by ILOG are different than those used by IBM, thus you may be **transacting in a different currency** with IBM.

☑ In some countries, the correspondence you will receive from IBM may be in the local language.

Changes you may encounter with the processing of your order:

☑ Effective July 1, 2009, ILOG customer numbers will be replaced with an IBM customer number (ICN). You will receive your ICN in a separate communication. Please note that your ICN will be used with all order related communication, except when accessing ILOG

Support. For accessing ILOG Support, you will continue to use your current ILOG customer number until further notice (see Software Support section below).

☑ All purchase documentation such as invoices will be sent to the contacts listed in your IBM profile associated with your IBM customer number unless specified otherwise in your order.

☑ As we complete the migration to IBM systems, you will be provided with an IBM website to **download software**. Access to the download site is available through your entitlement coverage period. Until then, ILOG products will continue to be available through the existing ILOG download location. Additionally, you will have the opportunity to sign up for electronic notification of new releases. Physical media is shipped upon request at time of order.

☑ **New part numbers and product descriptions** for the ILOG portfolio will replace the pre-existing ILOG product description for the most current ILOG offerings. These part numbers and product descriptions will appear on any quotes and invoices you may receive from IBM. Product descriptions will be similar to the original ILOG product descriptions.

☑ The **format of documents** (quotes, proof of entitlement, services statements of work, invoices, etc.) you receive will change based on the local/regional IBM operation covering your location.

☑ The shipping point, delivery options and freight charges will be aligned with IBM software manufacturing and delivery standards.

☑ If your company requires a purchase order to facilitate payment for any goods or services, IBM may require a new purchase order be provided. Feel free to contact your ILOG representative with any questions.

II. Software Support

The ILOG Support Team will continue to focus on delivering customer satisfaction without compromise. The existing ILOG Support offerings and systems will continue to be offered and used after July 1, 2009. As we work to integrate ILOG and IBM Support, we will offer ILOG customers expanded capabilities through the existing IBM Support infrastructure. For the most current information on IBM ILOG Support visit the Software Support Handbook - Acquisitions site, http://www14.software.ibm.com/webapp/set2/sas/f/handbook/acquisitions.html and refer to the section for ILOG.

What will not change on July 1, 2009

- ILOG Support will be accessed through the existing channels (continue to use your ILOG customer number and ILOG Support id for access).

- ILOG Support Service Requests will continue to be logged on-line via https://support.ilog.com/ or by phone.
- ILOG hot sites and service packs will continue to be available through the existing ILOG download location, https://support.ilog.com/cse/downlaod/view .

Note: As we complete the migration to IBM systems, the above items will be changing and you will be notified of the changes through future communications.

What will change on July 1, 2009

- If you are on the Academic "Always Current" program, you will now be entitled to complete 7 days a week, 24 hours a day telephone and electronic support. Previously, only electronic support was available to academic customers.

- If you are not in the Academic "Always Current" program, you are no longer entitled to free electronic support. We encourage you to contact your Academic Sales Representative to purchase a license for the "Always Current" program, which will entitle you to complete IBM support, plus upgrades to your software for a 3-year period.

- As we complete the migration to IBM systems you will be provided with an IBM website for Knowledge assets, including proven practices, tips & techniques, Supportlink and documentation. You will be notified of the IBM website through future communications.

Please ensure the primary support contact within your organization is aware that they should continue to access ILOG Support in the same way they always have via email, telephone or on-line. Contact ILOG Support Integration online at https://support.ilog.com/ for more information. The support contacts within your organization will receive additional communications regarding other upcoming system and process changes.

For the most current information and resources to assist you and your support contacts on the transition and integration of ILOG Support into IBM, please visit the Software Support Handbook - Acquisitions site, http://www14.software.ibm.com/webapp/set2/sas/f/handbook/acquisitions.html and refer to the section for ILOG.