Doing Business with IBM
A Guide for ILOG Customers
in Latin America

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's 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.

This document includes important information for:

    I. Accounts Payable and Purchasing
   II. Software Support
  III. Software Subscription and Support Renewals
  IV. Certification, Professional Services and Education
   V. Passport Advantage

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 applicable **Tax Identification Number** will change.

☑ 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

- Support will be provided as per your existing ILOG Support Agreements.
- 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/download/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

- 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.

III. Software Subscription and Support Renewals

ILOG Software Subscription and Support Renewals will be integrated into the IBM Software Subscription and Support Renewals process in a phased approach. Your subscription and support renewal is dependant upon the date your support contract expires. **Note:** For ILOG customers and partners, this service is called "ILOG Maintenance".

The following outlines the key dates associated with the transition to the IBM Software Subscription & Support process, effective July 1, 2009:

- Renewal date before July 1, 2009: You should have received a quote from your ILOG Software Subscription and Support Renewal representative and you should proceed with confirming your renewal by June 30, 2009 to ensure that there are no disruptions in service. Any renewals not confirmed by that date will be re-quoted under IBM's terms and conditions.

- July 1 – September 30, 2009 renewal dates: If your renewal falls within these dates, you should have received a quote from your ILOG Software Subscription and Support Renewal representative with an opportunity to renew early. If you have not received a quote, please contact your ILOG Software Subscription and Support Renewal representative today. If you elect not to take advantage of this opportunity by June 30, 2009, original renewal quote will still be valid. However, all orders will be subject to IBM's terms and conditions. Specifically, invoicing, part numbers and

payment terms will change to IBM standard conditions.

- Renewal date after September 30, 2009: Your ILOG Software Subscription and Support Renewal quote will be generated from IBM systems and provided to you by your ILOG Software Subscription and Support Renewal representative. This quote will be based on your existing ILOG support contract with IBM terms and conditions.

- We will transition Software Subscription and Support Renewals to the Passport Advantage program in the future. At this time, you will receive a quote to renew your ILOG Software Subscription and Support Renewal under IBM Passport Advantage for your IBM ILOG product. These quotes will be generated from IBM systems and provided to you by your Software Subscription and Support Renewal representative.

IV. Certification, Professional Services and Education

Certification

Certification on the ILOG products will continue to be an important element of your education program. By mid-year, the ILOG JRules Certification program will be transferred under the IBM Professional Certification Program, with testing through the global Authorized Prometric Testing Centers. There will be no change to the ILOG Certified Professional criteria and certifications already attained; and your JRules 6.7 certifications will be recognized as IBM certified.

For more information on the IBM Professional Certification Program go to www.ibm.com/certify.

Professional Services

ILOG Professional Services and Education will continue to operate within the WebSphere brand of the IBM Software Group. ILOG Professional Services and Education is also working to enable additional resources across IBM to grow the ILOG team of experts worldwide.

IBM Professional Services can be found at http://www.ibm.com/developerworks/websphere/services/.

Education

ILOG instructors will continue to provide training on the IBM ILOG products through the IBM worldwide network of education centers. The IBM WebSphere Education team delivers a comprehensive portfolio of education services to help customers and IBM Business Partners successfully deploy Service Oriented Architecture (SOA) and integrate IBM's WebSphere middleware products to achieve the maximum benefit.

Education is a key component to ensuring software success. A study by the IBM WebSphere Support Team has showed lack of training as the third most common cause of deployment issues for three years running. Our curriculum provides a unique training value built on exclusive product knowledge direct from IBM Developers cemented with expert instructors and flexible time and cost-saving training options. The IBM WebSphere Education team works closely with product developers

and services organizations to ensure that the courses we offer provide the most up-to-the-minute technical and product information. Our courses place an emphasis on the advanced knowledge and insight that only these sources can provide. We draw from a deep pool of IBM technical experience in the development of our courses, and pass that knowledge on to our students.

With over 200 courses across eight curriculums, WebSphere Education provides training that spans the spectrum of skills needs from introductory product overviews to advanced programming and administration. Hands-on labs let you work with fully functional versions of the software you are studying to round out your training experience. Several training options are available, including classroom, private customized courses or instructor-led or self-paced online learning letting you train from your office without traveling.

ILOG courses are now part of the WebSphere Education Business Process Management curriculum. Course descriptions and training roadmaps are available at http://www.ibm.com/websphere/education.

What will remain the same until July 1, 2009

- Continue to search and register for IBM ILOG courses using ILOG' global online registration system and phone numbers at www.ilog.com/corporate/education.

What will change as of July 1, 2009

- New search and register for IBM ILOG courses using IBM's global on-line registration system and contacts available at www.ibm.com/training.

- To register for an IBM ILOG course in the IBM on-line registration system you will need your new IBM Customer Number (ICN). You will receive your ICN in a separate communication. Until you receive your ICN, IBM training representatives will be available to provide you with your ICN number.

- IBM ILOG training catalog, curricula, training paths, certification program now available at http://www.ibm.com/software/websphere/education/.

- ILOG Certification exam registration will move to the IBM Prometric Web Site (http://www.prometric.com/IBM/). ILOG certification names have been changed to meet IBM standards.

- Public Classrooms – ILOG courses will be delivered in ILOG classrooms and some in new IBM classrooms; and will continue to be delivered by ILOG-authorized instructors and business partners.

- Prepaid training accounts and coupons will be honored by IBM up to their expiry dates. ILOG discount programs will be migrated to IBM discount programs.

- Students enrolling in 2009 for courses taking place prior to 7/1/09 will receive a course enrollment confirmation from ILOG systems. IBM will generate a similar course enrollment confirmation from IBM systems for courses offered after 7/1/09. No action is required from the student.

Please continue to contact your ILOG Area Services Director at http://www.ibm.com/developerworks/websphere/services/contacts.html or your ILOG Education Director at http://www.ibm.com/software/websphere/education/ for any services or education requirements.

V. Passport Advantage

As a customer of IBM, you will begin to see references to Passport Advantage (http://www-01.ibm.com/software/lotus/passportadvantage/aboutpassport.html) and Passport Advantage Express (http://www-01.ibm.com/software/lotus/passportadvantage/aboutexpress.html). Passport Advantage and Passport Advantage Express are simple, comprehensive IBM offerings for new software licenses, including Fixed Term Licenses and Software Subscription and Support (product upgrades and technical support) under a single, common set of agreements, processes and tools.

As part of IBM's efforts to simplify the purchase and deployment of software, IBM will be making a few of the IBM ILOG products and support available under IBM's Passport Advantage (http://www-01.ibm.com/software/lotus/passportadvantage/pacustomers.html) program.

In future communications, you will be receiving more detailed information on how and when ILOG products and support will be integrated into this program.