

Doing Business With IBM

A Guide for Customers of Cloudbant in Europe, the Middle East and Africa



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Welcome to IBM

Welcome to IBM

IBM acquired Cloudant on March 4, 2014 and effective November 1, 2014 all future Cloudant business will be transacted through IBM.

As an IBM customer, you will have access to Cloudant offerings, under the IBM brand, as well as the extensive IBM portfolio of software solutions and services offerings. We will continue to deliver a high-quality responsive service through this transition period.

IBM uses Customer Numbers (ICNs) and Software Site Numbers (SSNs) to identify you as a customer.

Your ICN and your SSN can be found below your contact information in the Contract Assignment letter that you should have recently received.

If you did not receive or are unable to locate your Contract Assignment letter, you can request your ICN and SSN from [IBM eCustomer care](#).

You will need your ICN and your SSN to complete the steps described below.

Doing business with IBM: As easy as 1... 2... 3...

This document outlines 3 important steps that you need to take as soon as possible to help ensure a smooth transition to IBM's business systems and processes.

Step 1: [Set up IBM in your company systems](#)

Step 2: [Access customer support](#)

Step 3: [Create your IBM Profile](#)



Step 1

Set up IBM in your company systems

Set up IBM in your company systems

Accounts payable & purchasing

Quoting and ordering through IBM

The proposals, quotes and invoices you receive will change in format after November 1, 2014, and they will be issued from an IBM location. In some countries, the correspondence you will receive from IBM will be in local language.

New part numbers and product descriptions for the IBM Cloudant portfolio will replace the existing Cloudant product descriptions.

These new part numbers and descriptions will appear on proposals, quotes and invoices you receive from IBM.

In most countries, IBM standard payment terms of “due upon receipt” may be applicable. You will find this information on your IBM invoice, proposal, or quote.

Important note: IBM will continue to honour unique payment terms established in your Cloudant active contracts. If you are contacted by IBM A/R teams for late payment please make

them aware that you are a heritage Cloudant customer with unique payment terms defined in your contract with Cloudant

Purchase Order Requirements

If your company requires a purchase order to be issued to facilitate payment for goods or services, IBM may require a new purchase order.

Customers with ongoing billing requirements for SaaS Services and Support, or Managed Services contracted through a Statement of Work (SOW) may be contacted by IBM to submit a purchase order IBM as a vendor

If you do not already have IBM registered as a vendor in your system, then you will need to set up IBM as a vendor to manage all new purchases and invoices issued by IBM after November 1, 2014.

For new transactions, the currency that you are using today may change to the currency that IBM uses to process transactions in your country.



You will need to update your systems with the new remit-to details and currency for new transactions where applicable.

Important note: Invoices issued from Cloudant that are paid after November 1, 2014 should follow the payment terms as noted on the Cloudant invoice.

Tax liability

Beginning November 1, 2014, all invoices will include applicable tax (unless you have a tax exempt certificate on file with IBM).

If you are currently exempt from local tax or VAT, please forward your company's Tax Exemption Certificate to your Cloudant account manager and include in the email your ICN and SSN and we will update your details in our system before your next invoice is issued.

Dedicated Service Renewals

This refers to the extension of your current Dedicated Service contract.

Cloudant's renewal process will be integrated into the IBM process in a phased approach defined below

Dedicated Services expiring before November 1, 2014

If your Dedicated Service contract is due to expire before November 1, 2014, You should have received a Cloudant Service Agreement Renewal from your Cloudant account manager and you should proceed with confirming your renewal by your current renewal date or October 31, 2014, whichever is earlier, to ensure that there are no disruptions in service.

Any renewals not confirmed by that date will require a new contract under IBM's standard terms & conditions and programs.

If you have not yet received a quote, please contact your Cloudant account representative immediately.

Dedicated Services expiring after October 31, 2014

Cloudant Dedicated Services which expire after November 1, 2014, will require a new contract under IBM standard terms & conditions and programs.



IBM's SaaS Contracting Options

Migration from your heritage contract to standard IBM Terms & Conditions and program will be driven by your contract expiration or purchasing additional SaaS products from IBM. The standard IBM programs are the “Cloud Services” or “Passport Advantage” agreement.

For additional information on these programs please contact your Cloudant account manager. Additional information on the programs can be found at the following urls

Link to the base IBM Cloud Services Agreement web site:

<http://www.ibm.com/support/operations/us/en/documents.html>

Link to the offering specific CSA Service Descriptions web site:

<http://www.ibm.com/software/sla/sladb.nsf/sla/saas/>

Link to the Passport Advantage and Passport Advantage Express web site:

<http://www.ibm.com/software/passportadvantage>

Beginning November 4, 2014, IBM Cloudant products will be available under both Passport Advantage and Passport Advantage Express and Cloud Services Agreement.

Professional Services & Education

IBM will now provide Cloudant Professional Services that include configuration, implementation, provisioning, consulting and Education.



IBM Cloudant Professional Services will serve as your client support partner with the same professional staff we have always deployed for Cloudant offerings. This includes your Account Management and Service Delivery teams.

Changes in Professional Services as of November 1, 2014

IBM will assume any ongoing Cloudant Professional Services engagements and Statements of Work (SOWs) and will perform as originally contracted. While there are several process changes regarding the way contracts and SOWs are developed, there are virtually no changes to the overall Cloudant services delivery model.

Customers will engage IBM Cloudant services to support the IBM Cloudant portfolio of products. One exception is customers who require a PO

between their organization and IBM to facilitate payment for existing Cloudant services. In that case, the customer must provide their Cloudant services contact with a new IBM PO with reference to the original contract or SOW.

All new services specific orders not available through Passport Advantage and Cloud Service Agreements will be contracted using standard IBM services agreements, rate structures and SOWs.

Certain customers may receive more than one invoice for their Cloudant offering where they previously received a single invoice, i.e., Professional Services on one invoice and Dedicated Service Renewals on a separate invoice.

Changes in Software Education as of November 1, 2014

Although IBM will continue to develop IBM Cloudant training materials, training courses (public, private, and online courses) will be offered through IBM Global Training Providers to increase availability of IBM Cloudant Education worldwide. For customers who engage IBM

Cloudant Implementation Services customized Education can also be delivered as part of a SOW.

Information on all IBM education offerings can be found at: www.ibm.com/training. For additional inquiries, please contact your Cloudant account manager.

IBM Information Management also offers short skill-builder videos via YouTube focused on increasing key skills in the marketplace. Keep an eye on our YouTube channel as we release new videos monthly:
<https://www.youtube.com/user/IBMIMEducation/videos>.

Finally, IBM Information Management provides free self-paced training on Open Source technologies via Big Data University - <http://bigdatauniversity.com/>. These courses may be helpful to customers who need to build some foundational skills before taking deep hands-on technical training from our Global Training Providers.

Step 2

Access customer support

Access customer support

What does not change?

The Cloudant DBaaS Support teams will continue to focus on delivering customer satisfaction without compromise. Existing Cloudant DBaaS support offerings and systems will continue to be used after November 1, 2014.

The Cloudant DBaaS Customer Support email and we interfaces will remain unchanged until the second half of 2015. Please ensure the Technical Support contact within your organization is aware that they should continue to access Cloudant DBaaS Support in the same way they always have via the existing email alias, IRC and Cloudant Dashboard mentioned below.

As the integration of Cloudant and IBM Support evolves, communications related to changes in your support experience can be found on the IBM Cloudant Technical Support page at: http://www-01.ibm.com/software/data/support/cloudant_support_comm.html.

Support and Product Services

Support and Product Services assistance are provided per your existing Cloudant Support agreements or contract terms governing support.

Support tickets

Cloudant DBaaS Support tickets continue to be logged on the Cloudant Dashboard and via the Cloudant email alias. Continue to use your existing IDs, Usernames and/or Passwords to gain access.

Future Changes to Cloudant Technical Support

Prior to any changes being made, a separate communication will go out via email regarding modifications to the Cloudant Customer Support sites and phone access numbers, as well as the timeline for these changes.



Step 3

Create your IBM Profile

Create your IBM Profile

Why do I need an IBM profile and registration?

You have been identified as the Primary Contact for your company, either through records maintained by Cloudant, or through transition efforts to establish an accurate set of contacts for your company. Only a **single Primary Contact** can be designated per company site location in IBM systems.

The primary contact is responsible for ensuring that the appropriate people are designated for the site contact roles, if you will not fulfil these roles yourself. In order to be able to perform this role you need to create an IBM profile and IBM registration.

Create your IBM profile

[Click here to create or update your IBM profile.](#)

Once you have set up your profile, click the **[Register](#)** button in the right side menu.

Your IBM registration ID, also known as a Web ID, is your single point of access to IBM Web applications which are used to manage your site

contact roles. You need just one IBM ID and one password to access any IBM registration-based application.

For additional information and guidance on setting up your IBM profile and IBM registration ID, consult our [Profile and Registration FAQ](#).

Alternatively, contact the [IBM registration helpdesk](#).



Appendix

Further Guidance

Additional Information

Data privacy policy

As part of the acquisition, personal information may be transferred from Cloudant to IBM. IBM's privacy policy may be viewed online at <http://www.ibm.com/privacy>.

