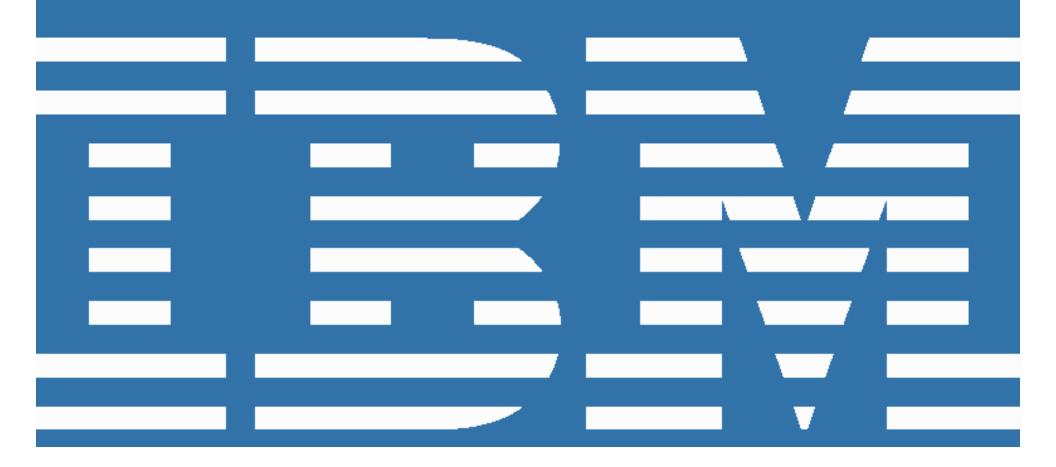# Doing Business With IBM

A guide for Aspera Market Place Partners

Effective July 1, 2015

Welcome to IBM!

On January 17, 2014, IBM acquired Aspera, Inc. ("Aspera") to embark on a journey to jointly innovate and advance our leading technologies, and provide the best solutions for your big data movement challenges. On behalf of Aspera and IBM, we would like to welcome you to a new chapter in our history – one that combines Aspera's cutting-edge innovation with IBM's technology excellence and extensive software, hardware and services portfolio. We believe we can rapidly scale our offerings and introduce new products and services that will directly benefit you and positively impact your business.

Effective July 1, 2015, your partner agreement will be managed by IBM using IBM's Flexible Contract Type (FCT) processes.

This guide describes operational changes to expect and resources available to help to ensure a smooth transition to IBM's FCT business systems and processes for those legacy customer sales.

We anticipate that you and your organization will experience a smooth transition to IBM over the next several months. During this process, the IBM team and your IBM Aspera representatives are available to answer any questions and to address your ongoing business needs.

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1. IBM Agreements

Agreements

Effective July 1, 2015, any agreements you have with Aspera that remain effective will be managed by IBM.

2. Important actions for Aspera partners

Create an IBM profile

Your company's Primary Contact will need to create an IBM profile*

An IBM profile allows individual users to store their preferences, interest areas, contact details, support and registration settings in one centrally accessible location.

Create or update your IBM profile here: https://www.ibm.com/account/profile/us

*Individuals from current IBM partners may use their existing profile.

Create an IBM Registration

Your company's Primary Contact will need to create an IBM Registration

Your IBM Registration ID, also known as an IBM ID, is your single point of access to IBM web applications that use IBM Registration. You need just one IBM ID and one password to access any IBM Registration based application.

Create or update your IBM Registration here**:** https://www.ibm.com/account/profile/us?page=reg

Please note there may be a delay of up to 15 minutes before you will be able to use your new IBM ID.

Need assistance?

For additional information and guidance on setting up your IBM profile and IBM Registration ID, consult our FAQ page here: https://www.ibm.com/account/profile/us?page=faqhelp

Alternatively, you may contact the Worldwide IBM Registration Helpdesk at the following link: https://www.ibm.com/account/profile/us?page=helpdesk

3. Accounts Payable

Effective July 1, 2015, Aspera accounts payable processes will migrate to IBM processes.

Important changes in Accounts Payable

Tax ID Exemption Certificates and Change Requirements	Effective July 1, 2015, the vendor applicable Tax Identification Number will change.
	If you are currently exempt from Sales and Use tax, you will need to issue your company's tax exemption certificates to IBM with your first order after July 1, 2015.
	* Blank tax forms are available on applicable State websites.
Vendor name	Vendor name will change from Aspera to the applicable local/regional IBM operation covering your location (the term "Vendor" below represents the applicable IBM entity).
Vendor remit-to addresses	Vendor remit-to address for checks, wire transfers and overnight payments will change after July 1, 2015.
	The new details will appear on your invoices issued from IBM after July 1, 2015.
Customer numbers	Effective July 1, 2015, Aspera partners will be assigned an IBM Customer Number (ICN). Your ICN will be provided in a future communication from IBM. Alternately, you may contact eCustomer care (www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html) to obtain this information.
	Please note that your ICN will be used with all order-related communications.
Part numbers and product descriptions	New part numbers and product and services descriptions for the IBM Aspera portfolio will replace existing Aspera product descriptions.
Tax liability	Beginning July 1, 2015, all order transactions will include applicable sales tax (unless you have a tax exempt certificate on file with IBM). Taxes will be included in the invoice.

4. Software Support

Aspera Support offerings will continue to be used after July 1, 2015 supported by the IBM Aspera Support team. The IBM Aspera Support team will continue to focus on delivering customer satisfaction without compromise.

The Aspera Customer Support phone, email and web portal interfaces will remain unchanged at this time. Refer to the IBM Aspera Technical Support Customer Center at: http://www.ibm.com/software/info/aspera/support/ for the latest updates. Please ensure the Technical Support contact within your organization is aware that they should continue to access IBM Aspera Support in the same way they always have via their existing email, web portal and telephony routes.

As the integration of Aspera and IBM Support evolves, communications related to changes in your support experience can be found in the IBM Aspera Technical Support Customer Center.

What does not change on July 1, 2015?

Support and Product Services	Continue to access Aspera Technical Support through your existing email, phone and web portal channels. There are also no changes at this time to the ADN (Aspera Developer Network).
Support tickets	Aspera Support tickets continue to be logged on the Aspera Support website, by email by web portal or by calling Aspera directly. Continue to use your existing Aspera Usernames and/or Passwords to gain access.
Knowledge Base and Forums	Continue to access Aspera's Knowledge Base and Forums.

Future updates

Prior to any changes being made, a separate communication will go out via email regarding modifications to the Aspera Customer Support sites and Telephony access. Refer to the IBM Aspera Technical Support Customer Center for the latest updates.

As part of the transition into IBM systems and processes, all Aspera partners and customers have been contacted to validate their correct Primary, Technical Support and Bill To Contacts. These are IBM concepts and roles. **Below are informational highlights to help you un-**

derstand the definition of those future roles in IBM Customer Support. As a reminder, these roles **are not yet effective**. When Aspera Support systems eventually cut over to IBM, these roles will be used in future communications to describe how new systems and entitlements will work.

Primary Contact	The **Primary Contact** will be considered the contact for notice of all changes to agreements or other contractual issues for software and non-software services. The Primary Contact will be responsible for informing IBM of all necessary changes to the customer account.
	For companies with software contracts where downloads are available, the Primary Contact also manages access to the IBM Download Site for their organization. The Primary Contact approves IBM Download Site access requests from their organization and will receive all download account management and communications.
	Only a **single** Primary Contact can be designated per company in the IBM systems
Technical Support Contact	The **Technical Support Contact** will manage access to IBM Technical and Customer Support Services for their company's Aspera contract(s). The Technical Support Contact approves IBM Customer Support site access requests from their company's employees and will receive all IBM Customer Support access instructions and communications.
	At this time, Aspera customers and business partners will not use IBM's Service Request Tool or IBM's Client Success Portal to open new or existing requests for assistance.

5. Privacy Policy

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

6. Reporting Sales

This section will be updated with pertinent details by July 1, 2015.