

Doing Business With IBM

A guide for Aspera Value Added Resellers worldwide

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.

If you are new to IBM, you will need to complete the IBM partner application specific to your geographic region. Effective July 1, 2015, your partner agreement will be managed by IBM using IBM’s Flexibe Contract Type (FCT) processes. These FCT processes will remain until March 31 2016, and will allow you to place orders only for maintenance renewals, add-ons, and upgrade for your existing customers that were sold by you before July 1, 2015 under your existing Aspera agreement. To sell to net new customers after July 1, 2015, you will need to become an authorized IBM Business Partner under IBM’s Software Value Plus channel program. In Section 6 of this guide there is information on how to become an IBM Business Partner.

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. The business systems and processes for new customer sales as an IBM Business Partner are very similar, but differ in key areas. For example, all IBM Business Partner sales are managed through IBM Value Added Distributors.

As a partner of IBM, you will continue to have access to Aspera offerings, now under the IBM brand, as well as the extensive IBM portfolio of software solutions and services offerings, while enjoying the high-quality, responsive service you have come to expect from both Aspera and IBM.

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.

Table of Contents

1. IBM Agreements and Credit	p. 1
2. Important actions for Aspera partners	p. 2
3. Accounts Payable and Purchasing	p. 3
4. Software Support	p. 5
5. Software Subscription and Support Renewals	p. 7
6. Becoming an IBM Business Partner	p. 8
7. Key Steps to Becoming an Authorized IBM Business Partner for Aspera Offering in Software Value Plus	p. 9
8. Tips for Managing PartnerWorld Partner Profile	p. 12
9. Professional Services	p. 14
10. Privacy Policy	p. 15
11. Currency Table	p. 15

1. IBM Agreements and Credit

Agreements

Effective July 1, 2015, any agreements you have with Aspera that remain effective will be managed by the IBM Company that does business in the country where you are located or the IBM Company in the country servicing your location, as applicable. You will have received a separate letter if this applies to your company.

As part of this process IBM is required to follow its “business as usual” compliance vetting process. If you are an existing IBM Business Partner this may have already been completed. If you do receive a request for information in this regard, please supply the requested information and return it promptly in accordance with the instructions contained in the request.

Credit

Every IBM Business Partner operating in a direct purchasing relationship for Flexible Contract Type (FCT) transactions with IBM, or in some countries via a local Distributor, requires credit approval to enjoy deferred invoice payment terms. Credit granted by IBM, such as the value of invoices that can be outstanding at any one time, is commensurate with historical revenue generation, payment history and your company’s size and financial strength.

Credit worthiness is assessed quarterly, commensurate with your pipeline. Credit must be applied for on a periodic basis. IBM will consider the above mentioned factors when assessing your company’s suitability for credit. IBM performs the credit check internally and you will be informed of the outcome by your business partner manager.

If you choose to move forward with us and become authorized under IBM’s Software Value Plus channel program, your commercial transactions for new customer orders will be managed through an authorized IBM Value Added Distributor (VAD). VAD orders do not require prior credit check and approval 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.

Becoming An IBM Business Partner

There are different IBM Business Partner applications that must be completed to process customer orders for IBM Aspera after July 1, 2015 for FCT transactions or standard IBM Passport Advantage transactions. They are very similar, but because FCT is a direct transaction relationship with IBM, that application is comprehensive. The FCT application should have been sent to you in April 2015. If you did not receive it, please contact Tom Crawford, IBM Aspera WW Channel Sales Leader, at tcrawfo@us.ibm.com (+1 857 366 3481).

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 and Purchasing

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

Important changes in Accounts Payable and Purchasing

Tax ID Exemption Certificates and Change Requirements

Partners located in the United States should note that effective July 1, 2015, the vendor applicable Tax Identification Number will change.

If you are currently exempt from Sales and Use tax, or local VAT, 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.**

Taxes

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.

Taxes – Partners in Asia Pacific

IBM's prices do not include any taxes; these include value added tax/ goods and services tax or business tax or consumption tax or surcharge. Where applicable the IBM company that does business in your country will charge taxes at the required rate and will include these taxes on the invoice.

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.

Vendor standard payment terms

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

Currency

In some countries, the currencies used by Aspera are different than those used by IBM, thus you may be transacting in a different currency with IBM. Some countries allow for multiple currencies. Additional details are included in Section 11 of this document.

Please work with your Aspera Sales Rep for any currency related questions.

Languages

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

* **Language preferences can be set in your IBM ID profile**

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](http://www-112.ibm.com/software/howtobuy/passportadvantage/paocustomer/docs/en_US/ecare.html) (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.

Purchase documentation

All purchase documentation, such as invoices, will be sent to the contact(s) listed in the IBM profile associated with your ICN unless specified otherwise in your order.

Part numbers and product descriptions

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

These new part numbers and descriptions will appear on all order-related documentation.

Document formats

The format of documents (quotes, services statements of work, invoices, etc.) you receive will change in format after July 1, 2015, and they will be issued from the local/regional IBM operation covering your location. This may affect the remit-to address, and in certain countries, the transaction currency that you are using today.

PO requirements

If your company requires issuing a purchase order (PO) to facilitate payment for any goods or services, IBM may require a new purchase order. Contact your IBM Aspera representative with any questions.

New license agreements

IBM Aspera offerings are governed by license agreements which can be found here: <http://www-03.ibm.com/software/sla/sladb.nsf/search/>.

Product license keys

For Aspera products the licensee will require a license key to be able to use the product. The license keys will be provided directly to your end customers with you on copy as part of the fulfilment process. Further information can be found here:

<http://www-01.ibm.com/software/info/aspera/licensekey/>.

Migration to new pricing metrics

Coming into IBM, your actively supported software purchases will move into IBM systems. At that time, your sales representative will be available to explain how your software is represented in IBM systems, as well as answer questions about any changes to the charge metrics of the offerings

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 understand 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. Software Subscription and Support Renewals

Aspera Support Renewals will be integrated into the IBM Subscription and Support Renewals process in a phased approach. Your customer's Software Subscription and Support Renewal will be determined by the date their current Aspera Support contract(s) expires.

Renewal dates and actions

Renewal date before July 1, 2015

You should have received an email from your Aspera Renewal representative and should have proceeded with confirming your customer's renewal by the current renewal date or June 30, 2015, whichever is earlier, to ensure that there are no disruptions in service. Any renewals not confirmed by that date will subsequently be re-quoted under IBM's terms and conditions and as a result, may lead to a gap in support. If you have not yet received notification, please contact your Aspera Renewal representative.

Renewal date between July 1, 2015 and Septem- ber 30, 2015

If your customer's renewal falls within these dates, you should have received an email from your Aspera Renewal representative with an opportunity to renew early. If you or your customer elects not to take advantage of this opportunity by June 30, 2015, the renewal will be quoted through IBM processes in the geography in which you are located. Again, depending on the renewal date, this may lead to a gap in support.

Invoicing, part numbers and payment terms will change to IBM standard conditions and the renewal end date will move out to the last day of the month. If they have not yet received their notification, please contact their Aspera Renewal representative.

For year one from Transfer of Business renewal quotes will be sent directly to Authorized VARs with valid agreements in place with IBM Aspera. Any orders received after that date will need to be addressed to IBM and will be subject to IBM's terms and conditions.

Renewal dates on or after October 1, 2015

Your customer's Software Subscription and Support Renewal quote will be generated from IBM systems and provided to you by your IBM Subscription and Support Renewal representative. This quote will be subject to standard IBM terms and conditions, and the renewal end date will move out to the last day of the month. For year one from Transfer of Business renewal quotes will be sent directly to Authorized VARs with valid agreements in place with IBM Aspera.

In the future, your customer's Software Subscription and Support Renewals will transition to IBM's Passport Advantage program. At that time, you will receive a notice to renew their Aspera Software Subscription and Support Renewal for their IBM Aspera products through IBM's Passport Advantage program. Notices will be generated from IBM systems and provided to them by their IBM Software Subscription and Support Renewal representative.

6. Becoming an IBM Business Partner

As mentioned at the beginning of this document, you can continue to sell Aspera to your existing Aspera customers through IBM's FCT processes once you have completed the IBM Business Partner application process in your geographic region. To sell Aspera to new customers after July 1, 2015, you will need to continue your application process to become an authorized Business Partner in IBM's Software Value Plus (SVP) channel program. Once authorized under SVP, you will have access to broader IBM portfolio offerings in addition to IBM Aspera.

The first step in that additional application process is to join IBM PartnerWorld. IBM PartnerWorld is IBM's overarching partner program across all of our software, systems, and services offerings and the single portal to access all of the benefits and services that IBM makes available to its Business Partners worldwide.

If you have not already, we encourage you to register your company today in PartnerWorld by following the easy steps outlined online at [How to Join](#). Registration in PartnerWorld is required when doing business as an IBM Business Partner authorized to remarket IBM's software portfolio and is the one place you can find all content relating to partner marketing resources, sales resources, technical training and collaboration. For more information on IBM's PartnerWorld program please visit our website at www.ibm.com/PartnerWorld.

Once you have set up your company in IBM PartnerWorld, you will want to associate your new IBM Profile to your PartnerWorld partner profile.

On the IBM PartnerWorld website, there is a quick start guide that outlines the steps to becoming an IBM Business Partner authorized to resell IBM products. The guide can be found here: <http://ibmurl.hursley.ibm.com/MZ7U>.

For additional information please see the following “Key Steps to Becoming an Authorized IBM Business Partner for Aspera Offering in Software Value Plus” section of this document.

7. Key Steps to Becoming an Authorized IBM Business Partner for Aspera Offering in Software Value Plus

A more detailed variation of this guide is available at <http://ibmurl.hursley.ibm.com/N5F8>. The following guide is brief and the many steps required to complete the process can be confusing. If you are having challenges, please work with your Value Added Distributor (See Step 2).

IBM’s Software Value Plus (SVP) partner program is a controlled distribution channel program which means channel partners must meet specific requirements to resell and/or receive incentives from IBM for selling controlled distribution offerings.

Aspera offerings will become part of IBM’s B2B Integration (a.k.a. Connectivity & Integration) Authorized Product Group under the IBM SVP program. Business Partners authorized for the IBM B2B product group can earn incentives from IBM for identifying customer opportunities and actively participating with IBM in selling IBM B2B offerings to those customers through the IBM Software Value Incentive (SVI) program. Once authorized in SVI, Business Partners can apply to become an authorized remarketer (sometimes referred to as reseller) of all IBM B2B offerings.

Below is a checklist which summarizes the required steps you need to take in order to become an authorized IBM Business Partner for IBM B2B offerings. Note that the underlined phrases are active URL links to the IBM PartnerWorld website where you can find more information and/or take the required action.

New IBM B2B Business Partner Checklist

To apply for the IBM B2B Authorized Product Group:

Step 1: The person whom will act as the primary interface to IBM should apply to become a member of IBM PartnerWorld here: www.ibm.com/PartnerWorld. If this is your first time for your company to become an IBM PartnerWorld member, you will need to register both yourself and create a profile for your company. You will become the Authorized Profile Administrator (APA) and the Primary Relationship Contact (PRC) for your location.

Once your application has completed processing you will receive notification via email. A unique 16 digit alphanumeric token for your company profile will be delivered to you upon confirmation. **Please retain the IBM ID, your password, and the 16 digit token as they will be used to access everything IBM going forward.**

Managing your IBM Business Partner profile is important. You can find the User Guide at: https://www-304.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/pps_com_udp_index.

Helpful information on how to make important updates to your PartnerWorld Profile can be found at: <https://www-304.ibm.com/partnerworld/partnertools/profiles.wss>. Also, Section 8 of this document provides tips for the most frequent updates required.

Step 2: Select a Value Added Distributor (VAD). This is an important step. The VAD will be an invaluable resource to help you thru the remaining steps. Take time to talk with several VADs and select one that meets your business goals.

Complete a VAD agreement and work with your VAD to apply for the following program(s) listed in Steps 3, 4, 5, 6. Note: a list of VADs for your country can be found at https://www-304.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/swg_com_sfw_vad

Note: You will need your IBM ID and password, which you created in Step 1 above, to access the above site.

Step 3: IBM requires its Business Partners to comply with the IBM Code of Conduct. At least one person must complete IBM Business Partner Integrity Training in connection with the on-boarding of new Business Partners or the revalidation of existing IBM Business Partners.

The Integrity Training is a two-step process. **It is very important to complete both steps.** *You will need your IBM Country Enterprise ID to complete the Integrity Training registration.*

First you need to register at this URL: <https://ibmpartners.ethicsreach.com/?lang=en>

Once registered you be given an access code to go through the training.

Step 4: Authorization under IBM's SVI/SVP program requires one Sales Mastery and 2 Technical Certifications for each authorized product group. The relevant certs for B2B Integration can be found at http://www.ibm.com/certify/partner/pub/zz/mem_skillsreq.shtml (look under IBM Software → IBM Connectivity & Integration Group)

- Obtain 1 Sales Mastery:
 - These can be taken on line.
 - IBM Managed File Transfer Sales Mastery Test v2 (M2060-729)
 - IBM Aspera Sales Mastery Test v1 (M2060-769) (Recommended)

- Obtain 2 Technical Certifications (2 people with 1 certification, or 1 person with 2 unique certifications)
 - Must be taken at a Pearson VUE Test Centers.
 - See: <http://www.pearsonvue.com/ibm/> for locations and other information.
 - IBM Aspera Technical Mastery Test v1(P2060-731) (Recommended)
 - Any other Technical Mastery shown in the record

As certs are completed, make sure the person completing the certs, registers it in their PartnerWorld profile and that person's profile is associated with to your company.

Step 5: To apply to participate in the Software Value Incentive offering in the B2B Authorized Product Group and accept the terms and conditions of the Software Value Incentive Attachment to the PartnerWorld Agreement

https://www-304.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/swg_com_sfw_svi_apply

Step 6: *Once approved in SVI*, apply to Software Value Plus as a Tier 2 Value-Added Reseller in the B2B Authorized Product Group by accepting the terms and conditions of the IBM Business Partner Agreement for Software Value Plus. Be sure to select Teir 2 Value Added Reseller.

https://www-304.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/svp_authorized_portfolio_apply

Step 7: *Enroll for GPP (Global Partner Portal) access*, IBM's Lead Management System for Business Partners. Please register for the B2B Authorized Product Group even if you already have GPP access for other Product Groups. The URL below will take you to the Global Partner Portal web site. From there you can learn more and add B2B to your access or begin your registration process if you are new.

https://www-304.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/gpp_com_stl_access

This is important as this is where you register customer opportunities for SVI incentives. The Authorized Profile Administrator is automatically set up. Any other employee who needs to be able to directly register opportunities will need to sign up for GPP.

8. Tips for Managing PartnerWorld Partner Profile

How to Associate to company profile

(A). Submit a self association request using the company token (Employee version)

1. Log on to www.ibm.com/PartnerWorld with your IBM ID and Password.
2. Click "Program" tab on the blue navigational toolbar.
3. Under "Contact PartnerWorld", Click on "Join Now"
4. Click "Add yourself or another employee to your company's membership" link
5. Pop up window will appear, 3 options will be available to choose from:
Choose option > Yes, I have an IBM ID - sign in with IBM ID / PW (if not logged in)
once signed in will be directed to PartnerWorld Profile page.
6. Under "Quick task" links, Click "Add yourself to a location profile"
7. Enter your company's unique token number (16 alphanumeric character token).
This can be obtained from the Authorized Profile Administrator (APA).
8. Select the location (city) profile you wish to be added to, complete the employee information (IBM ID must be entered in their profile for PartnerWorld access and submit).
9. Hit "Next" button and fill out the rest of the information.
10. Then Click the "Submit/Save" button and you will get a confirmation number.

It will take within 1-2 business days for the information to replicate on the system. Once approved by APA.

(B). Add the employee directly to the company profile (APA Version) (Ext PPS) PW site (To be processed by the Authorized Profile Administrator (APA):

1. Log on to www.ibm.com/PartnerWorld with your IBM ID and Password.
2. In the Blue Navigational Bar, Click on "Program"
3. Under "PartnerWorld Program", Select "Update Profile"
4. Under "Administrator Tasks", Click "Add an Employee to the company profile" link.
5. It will direct you to the Add Employee page, Then Select the Worldwide enterprise
6. Then Select the Company location, After Select the location on where the employee is to be associated.
7. Two options will appear, "Add an employee" and "Manage an Employee"
8. Choose "Add an Employee" link, It will direct you to the Employee General information page on which you need to fill out all the information of the employee.

9. Don't forget to enter the information that has the red asterisk (*) to avoid any errors (IBM ID must be entered in their profile for PartnerWorld access and submit).
10. Hit "Next" button and fill out the rest of the information.
11. Then Click the "Submit/Save" button and you will get a confirmation number.

It will take within 1-2 business days for the information to replicate on the system..

Please notify your employee as well that you have already approved his application to associate to the company profile.

Update Registered employees, roles and access (Changing Access Roles)

1. Log on to www.ibm.com/PartnerWorld with your IBM ID and Password.
2. In the Blue Navigational Bar, Click on "Program"
3. Under "PartnerWorld Program", Select "Update Profile"
4. Under "Administrator Tasks", Click "Update Registered employees, roles and access" link
5. It will direct you to the Employee page, Select worldwide enterprise, Select country enterprise.
6. Select the location profile of the employee, Under "Select Employee" click the "Select" link beside the employee you want to update the information.
7. The "Selected" option will appear, Under Select action: Choose "Employee roles"
8. Press arrow button beside the drop down menu.
9. It will direct you the Employee page, Under Access roles: Select "APA access".
10. Then Click the "Save" button and you will get a confirmation number.

It will take within 1-2 business days for the information to replicate on the system..

Update / Changing General information for employees APA

1. Log on to www.ibm.com/PartnerWorld with your IBM ID and Password.
2. In the Blue Navigational Bar, Click on "Program"
3. Under "PartnerWorld Program", Select "Update Profile"
4. Under "Administrator Tasks", Click "Update Registered employees, roles and access" link
5. It will direct you to the Employee page, Select worldwide enterprise, Select country enterprise.
6. Select the location profile of the employee, Under "Select Employee" click the "Select" link beside the employee you want to update the information.
7. The "Selected" option will appear, Under Select action: Choose "General information"
8. Press arrow button beside the drop down menu.
9. It will direct you the Employee General Information page, update the employee information.
10. Then Click the "Save" button and you will get a confirmation number.

It will take within 1-2 business days for the information to replicate on the system

How to Add a candidate ID's

1. Log on to www.ibm.com/PartnerWorld with your IBM ID and Password.
2. In the Blue Navigational Bar, Click on "Program"
3. Under "PartnerWorld Program", Select "Update Profile"
4. Under "Administrator Tasks", Click "Add a candidate ID's" link.
5. Under "Quick task links", Click "Update an employee's skill and certifications" link
6. It will direct you to the Employee page, Select worldwide enterprise, Select country enterprise.
7. Select the location profile of the employee, Under "Select Employee" click the "Select" link beside the employee you want to update the information.
8. The "Selected" option will appear, Under Select action: Choose "Skills and certifications"
9. Press arrow button beside the drop down menu.
10. It will direct you the Skill and Certifications page, Click "Add a candidate id".
11. Under Employee candidate ID for IBM certification, Enter the candidate ID.
12. Then Click the "Save" button and you will get a confirmation number.

Allow us within 5-7 business days for the information about the certifications

9. Professional Services

IBM will now provide Aspera Professional Services that include configuration, implementation, consulting and training. The IBM Aspera services team will comprise the same professional staff that has always worked with Aspera products. Your contact person and services team will remain intact.

Changes in Professional Services as of July 1, 2015

IBM will assume any ongoing Aspera Professional Services engagements and statements of work (SOW) and will perform as originally contracted with Aspera. There will be no interruption to those projects that are in process at the time of Transfer of Business.

In a small number of cases, where a customer requires a purchase order with IBM, the customer will be asked to provide the PO at Transfer of Business. You will be notified if this is the case for your company.

Customers will engage IBM Aspera sales or services for any new projects. All new service engagements will be contracted using standard IBM services agreements, rate structure and SOWs; they are processed through the IBM systems which specifically support services.

Certain customers may receive more than one invoice for their Aspera offering where they previously received a single invoice, i.e., Professional Services on one invoice and Software on a different invoice.

10. 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>.

11. Currency Table

Country	Geo	Currency
Afghanistan	EMEA	USD
Albania	EMEA	EUR
Algeria	EMEA	USD
American Samoa	Americas	CAD

Doing Business With IBM: A guide for Aspera Value Added Resellers worldwide

Country	Geo	Currency
Andorra	EMEA	EUR
Angola	EMEA	USD
Anguilla	Americas	USD
Antigua/Barbuda	Americas	USD
Argentina	Americas	USD
Armenia	EMEA	USD
Aruba	Americas	USD
Australia	AP	AUD
Austria	EMEA	EUR
Azerbaijan	EMEA	USD
Bahamas	Americas	USD
Bahrain	EMEA	USD
Barbados	Americas	USD
Belarus	EMEA	USD
Belgium	EMEA	EUR
Belize	Americas	USD
Benin	EMEA	USD
Bermuda	Americas	USD
Bolivia	Americas	USD
Bosnia and Herzegovina	EMEA	EUR
Botswana	EMEA	USD
Brazil	Americas	BRL
British Indian Ocean Territory	EMEA	USD
Brunei	AP	USD
Bulgaria	EMEA	EUR
Burkina Faso	EMEA	USD
Burundi	EMEA	USD
Cambodia	AP	USD
Cameroon	EMEA	USD
Canada	Americas	CAD
Cape Verde	EMEA	USD
Cayman Islands	Americas	USD
Central African Republic	EMEA	USD

Doing Business With IBM: A guide for Aspera Value Added Resellers worldwide

Country	Geo	Currency
Chad	EMEA	USD
Channel islands	EMEA	GBP
Chile	Americas	USD
China	AP	CNY
Colombia	Americas	USD
Comoros	EMEA	USD
Congo	EMEA	USD
Congo, The Democratic Republic of the	EMEA	USD
Costa Rica	Americas	USD
Cote d'Ivoire	EMEA	USD
Croatia	EMEA	EUR
Cuba	Americas	USD
Cyprus	EMEA	EUR
Czech Republic	EMEA	EUR
Denmark	EMEA	DKK
Djibouti	EMEA	USD
Dominica	Americas	USD
Dominican Republic	Americas	USD
Ecuador	Americas	USD
Egypt	EMEA	USD
El Salvador	Americas	USD
Equatorial Guinea	EMEA	USD
Eritrea	EMEA	USD
Estonia	EMEA	EUR
Ethiopia	EMEA	USD
Falkland Islands (Malvinas)	EMEA	USD
Faroe Islands	EMEA	DKK
Finland	EMEA	EUR
France	EMEA	EUR
French Guiana	EMEA	EUR
French Polynesia	EMEA	EUR
French Southern Territories	EMEA	EUR
Gabon	EMEA	USD

Doing Business With IBM: A guide for Aspera Value Added Resellers worldwide

Country	Geo	Currency
Gambia	EMEA	USD
Georgia	EMEA	USD
Germany	EMEA	EUR
Ghana	EMEA	USD
Gibraltar	EMEA	GBP
Greece	EMEA	EUR
Greenland	EMEA	DKK
Grenada	Americas	USD
Guadeloupe	EMEA	EUR
Guam	Americas	USD
Guatemala	Americas	USD
Guinea	EMEA	USD
Guinea-Bissau	EMEA	USD
Guyana	Americas	USD
Haiti	Americas	USD
Holy See (Vatican City State)	EMEA	EUR
Honduras	Americas	USD
Hong Kong	AP	USD
Hungary	EMEA	EUR
Iceland	EMEA	DKK
India	AP	INR
Indonesia	AP	USD
Ireland	EMEA	EUR
Israel	EMEA	USD
Italy	EMEA	EUR
Jamaica	Americas	USD
Japan	Japan	JPY
Jordan	EMEA	USD
Kazakhstan	EMEA	USD
Kenya	EMEA	USD
Korea	AP	KRW
Kuwait	EMEA	USD
Kyrgyzstan	EMEA	USD

Doing Business With IBM: A guide for Aspera Value Added Resellers worldwide

Country	Geo	Currency
Latvia	EMEA	EUR
Lebanon	EMEA	USD
Lesotho	EMEA	USD
Liberia	EMEA	USD
Libya	EMEA	USD
Liechtenstein	EMEA	CHF
Lithuania	EMEA	EUR
Luxembourg	EMEA	EUR
Macau	AP	USD
Macedonia, Former Yugoslav Republic	EMEA	EUR
Madagascar	EMEA	USD
Malawi	EMEA	USD
Malaysia	AP	USD
Mali	EMEA	USD
Malta	EMEA	USD
Marshall Islands	Americas	USD
Martinique	EMEA	EUR
Mauritania	EMEA	USD
Mauritius	EMEA	USD
Mayotte	EMEA	USD
Mexico	Americas	USD
Micronesia	Americas	USD
Moldova, Republic of	EMEA	USD
Monaco	EMEA	EUR
Montserrat	Americas	USD
Morocco	EMEA	USD
Mozambique	EMEA	USD
Namibia	EMEA	USD
Netherlands	EMEA	EUR
Netherlands Antilles	Americas	USD
New Caledonia	EMEA	USD
New Zealand	AP	NZD
Nicaragua	Americas	USD

Doing Business With IBM: A guide for Aspera Value Added Resellers worldwide

Country	Geo	Currency
Niger	EMEA	USD
Nigeria	EMEA	USD
Northern Mariana Islands	Americas	USD
Norway	EMEA	NOK
Oman	EMEA	USD
Pakistan	EMEA	USD
Palau	Americas	USD
Panama	Americas	USD
Paraguay	Americas	USD
Peru	Americas	USD
Philippines	AP	USD
Pitcairn	EMEA	USD
Poland	EMEA	EUR
Portugal	EMEA	EUR
Puerto Rico	Americas	USD
Qatar	EMEA	USD
Reunion	EMEA	EUR
Romania	EMEA	EUR
Russia	EMEA	USD
Rwanda	EMEA	USD
Saint Helena	EMEA	USD
Saint Kitts/Nevis	Americas	USD
Saint Lucia	Americas	USD
Saint Pierre and Miquelon	EMEA	USD
Saint Vincent	Americas	USD
San Marino	EMEA	EUR
Sao Tome and Principe	EMEA	USD
Saudi Arabia	EMEA	USD
Senegal	EMEA	USD
Serbia & Montenegro	EMEA	EUR
Seychelles	EMEA	USD
Sierra Leone	EMEA	USD
Singapore	AP	USD & SGD

Doing Business With IBM: A guide for Aspera Value Added Resellers worldwide

Country	Geo	Currency
Slovakia	EMEA	EUR
Slovenia	EMEA	EUR
Somalia	EMEA	USD
South Africa	EMEA	ZAR
Spain	EMEA	EUR
Sri Lanka	AP	USD
Sudan	EMEA	USD
Suriname	Americas	USD
Svalbard and Jan Mayen	EMEA	NOK
Swaziland	EMEA	USD
Sweden	EMEA	SEK
Switzerland	EMEA	CHF
Taiwan	AP	USD
Tajikistan	EMEA	USD
Tanzania, United Republic of	EMEA	USD
Thailand	AP	USD
Togo	EMEA	USD
Trinidad and Tobago	Americas	USD
Tunisia	EMEA	USD
Turkey	EMEA	USD
Turkmenistan	EMEA	USD
Turks and Caicos	Americas	USD
Uganda	EMEA	USD
Ukraine	EMEA	USD
United Arab Emirates	EMEA	USD
United Kingdom	EMEA	GBP
United States	Americas	USD
Uruguay	Americas	USD
Uzbekistan	EMEA	USD
Vanuatu	EMEA	NZD
Venezuela	Americas	USD
Vietnam	AP	USD
Virgin Islands, British	Americas	USD

Doing Business With IBM: A guide for Aspera Value Added Resellers worldwide

Country	Geo	Currency
Virgin Islands, U.S.	Americas	USD
Wallis and Futuna	EMEA	USD
Western Sahara	EMEA	USD
Yemen	EMEA	USD
Zambia	EMEA	USD
Zimbabwe	EMEA	USD