


# Welcome to PartnerWorld contact services

*How can we help you?*







PartnerWorld Contact Services provide a single point of access to the many and varied services offered to our Business Partners. With one single phone number per country and one e-mail address, **PWCS has the expertise you need**. Business Partners (BPs) no longer have to make multiple calls to access the information and assistance they need. We can answer all your questions on the PartnerWorld arena with one call, saving you time and money.

Regardless of your business type/area or your membership level, we can provide expert detailed information on the following areas which BPs have defined as crucial:

- *Membership and benefit offerings*
- *How to grow your business and progress to Advanced and Premier status*
- *Training and certification*
- *Access to software and hardware technologies*
- *Technical support for every stage of the sales process*
- *Product and licensing information*
- *Sales and marketing support.*

Our staff has a wide range of experience across **all business areas** and are able to handle requests from all BPs. We have internal escalation points within the team to deal with more complex issues. We also have excellent links to our support colleagues to eliminate the complexity of doing business with various IBM departments, **freeing up valuable time for your company to invest in growing revenue**.

PWCS offers unrivalled customer service and best of breed support to take ownership of your business needs. Through this innovative centre, IBM gives you what you need to succeed. Give us a call today. You'll be surprised what we can do for you.



### **PartnerWorld membership**

Let us guide you through the registration process for PartnerWorld.

From initial enquiries about how your business could benefit from teaming with IBM, to a check on the status of your application, we are here to make sure you are welcomed into the profitable Business Partner community as quickly and as easily as possible.

Once you are a member of the family, there are a whole host of ways we can make doing business easier and more profitable. We can help you:

- *Maintain an up-to-date profile, to ensure you receive the most relevant communications from IBM*
- *Understand the latest benefits and how to access them*
- *Gain further advantage by purchasing one of our extra sets of benefits, the value package options.*
- *Determine who is the contact in IBM best placed to deal with any particular enquiry*
- *Refer you to an experienced distributor in your area to help you win business*
- *Ensure you have the correct access to secure sites including the Business Partner Zone, PartnerInfo and Passport Advantage Reseller sites.*

## Marketing and selling

We understand that your business depends on sales. PWCS supports this by providing information on and access to a wealth of marketing and selling tools, including:

### Marketing:

- *Correct usage of IBM's logos and brand marks*
- *Campaign Designer – to provide templates for successful campaign creation*
- *BP Connections – to facilitate Business Partner collaboration to provide even better service*
- *PartnerPlan – to create joint marketing plans with IBM to drive incremental revenue*
- *Global Solutions Directory – publish your solutions on our Website to customers worldwide*
- *Announcements – stay up to speed with the latest releases and features of IBM products.*

### Sales:

- *Part number and price information*
- *Contract details for your customers*
- *Leasing and financing options*
- *Credit enquiries*
- *Lead management – receive qualified sales leads from IBM for customers ready to buy*
- *BP Telecoverage, your dedicated resource within IBM*
- *Reward and incentive programs for partners.*

## Training and certification

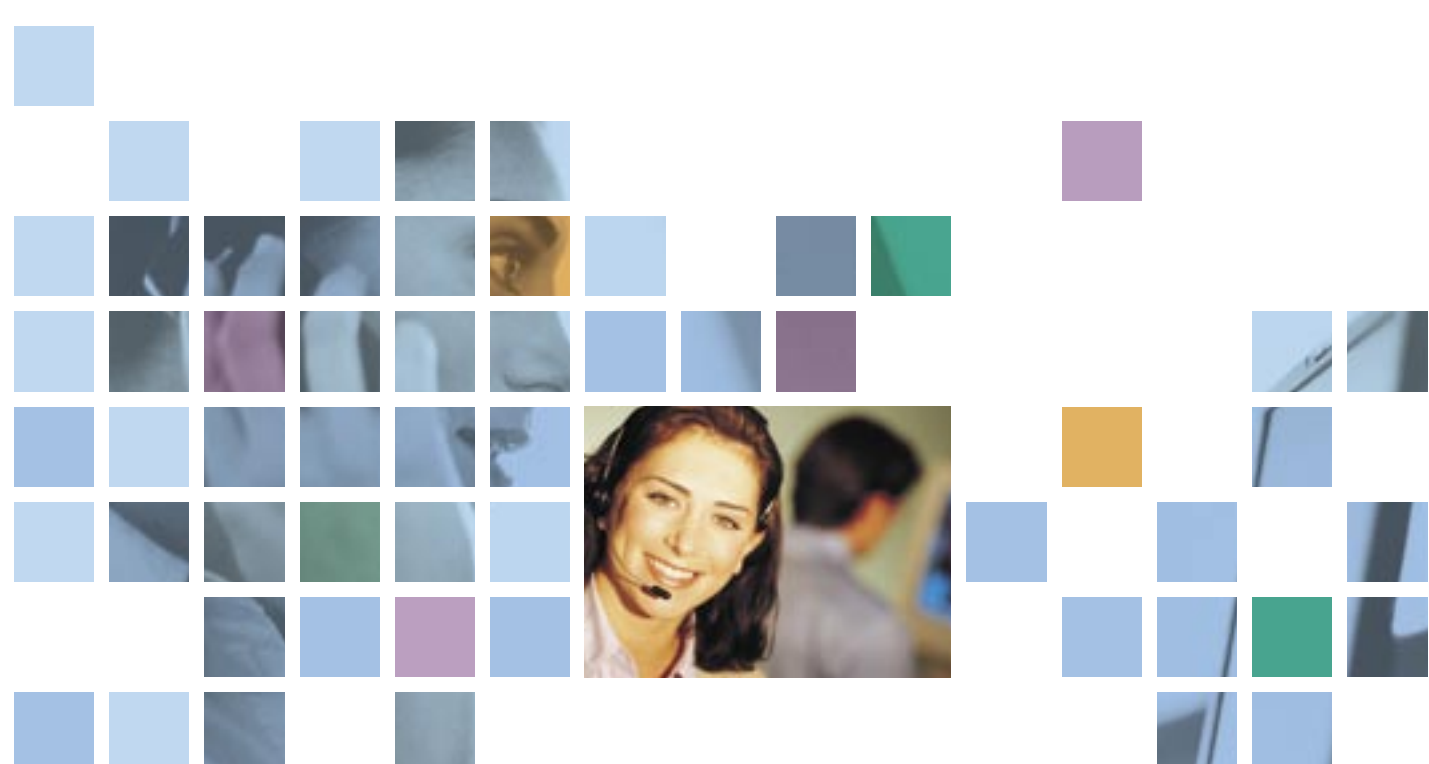
IBM rewards partners who make a significant commitment to training employees in our products and services. Those partners are able to take full advantages of the opportunities of the market, and we are here to help you understand the requirements, and the advantages. Let us tell you about:

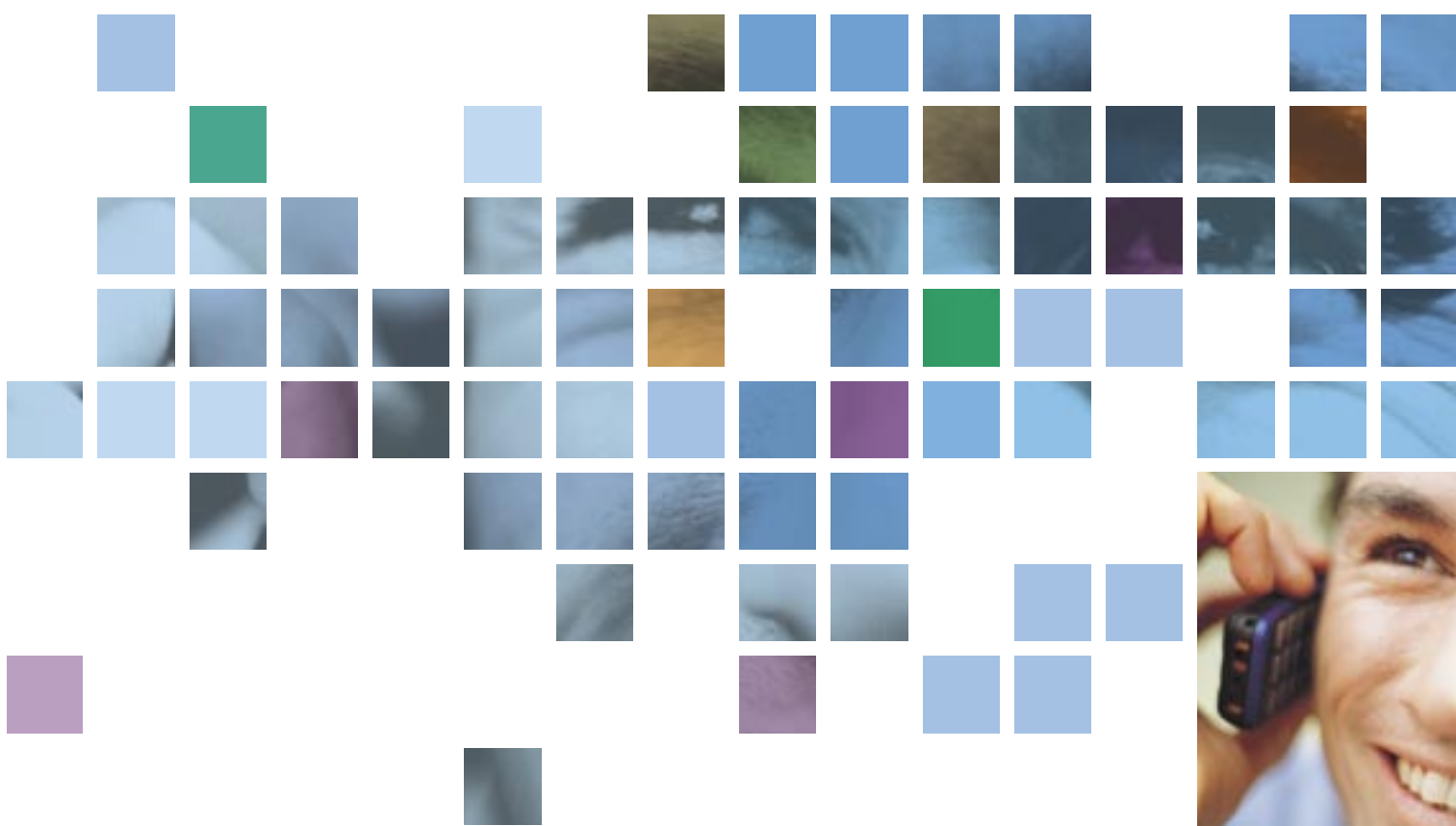
- *Which certifications will help grow your business and become Advanced and Premier BPs*
- *Which certifications are eligible for reimbursement and how to claim*
- *When certifications will be retired and the relevant replacements*
- *Education discounts available to you as a registered Business Partner*
- *How to report your certifications.*

## Technical resources and support

In order to sell best of breed solutions and services, you need access to technical resources and support. Let us help by:

- *Providing access to the right level of support for your business*
- *Guiding you through the extensive Web support available*
- *Explaining the various types of support at your disposal.*





### Products and technologies

With a full appreciation of the power of the products and solutions IBM has to offer, selling becomes easier. IBM offers the chance to obtain hardware and software either free or for as little as 1 percent of the price, to enable you to experience the benefits for yourself and demonstrate it to customers. We can help you gain access to:

- *Software for demonstration and evaluation; let your customers experience first hand the power of IBM technologies*
- *Hardware for lease.*

### Other BP enquiries?

We are here to deal with any queries you may have regarding the benefits or the practicalities of teaming with IBM. With both first and second level support within one team, and excellent links to all parts of the business, we are well placed to deal swiftly and effectively with your query, leaving you to do what you do best: satisfy your own customers.

### Contact details:

Region	Country	Telephone	Opening times (local)
Central	Austria	01 245 925 910	08:00 - 17:30
	Germany	01803 246 256	08:00 - 17:30
	Switzerland	0 844 80 30 30	08:00 - 17:30
Nordic	Denmark	45 23 32 77	08:00 - 17:00
	Finland	09 45 96 400	09:00 - 18:00
	Norway	66 99 83 53	08:00 - 17:00
	Sweden	08 793 5008	08:00 - 17:00
North	Netherlands	020 513 5155	08:30 - 17:30
	Ireland	01 815 9597	08:00 - 17:30
	United Kingdom	01256 344 500	08:00 - 17:30
	Russia	095 2586383	09:00 - 17:00
	Poland	0801 131 404	08:30 - 17:00
	Hungary	06 40 200 597	08:30 - 17:00
	Czech Republic	844 111 163	08:30 - 17:00
	Slovakia	0850 111 172	08:30 - 17:00
Slovenia	01 479 6886	08:30 - 17:00	
West	Belgium	02 225 35 35	08:30 - 17:00
	France	0 810 801 426	08:30 - 18:00
South	Italy	02 7031 6105	08:30 - 18:00
	Portugal	800 880 336	09:00 - 18:30
	Spain	901 200 700	09:00 - 18:00
International		+44 1475 557 060	08:00 - 17:30

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