

Doing Business with IBM

A Guide for OpenPages Customers - Worldwide



On October 21, 2010, IBM completed the acquisition of OpenPages, a leading provider of integrated risk management solutions for global companies. The OpenPages Governance, Risk and Compliance (GRC) Platform empowers a risk-based approach to identify and manage key business risks across the enterprise. This document includes important information about the integration of OpenPages into IBM on May 1, 2011.

Since your organization has purchased products, licensed software solutions, contracted services or has a customer support agreement with OpenPages, we would like to provide information that will guide you in conducting business with IBM. Although some processes are changing, most of your contacts in sales, service delivery, support and education remain the same.

As a customer of IBM, you'll continue to have access to OpenPages offerings as well as an extensive portfolio of software solutions and services offerings, while enjoying the high-quality, responsive service you've come to expect from both OpenPages and IBM. We anticipate that 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/OpenPages representative are available to answer any questions and to address your ongoing software and services needs.

Please refer to the following sections for detailed information:

- I. Accounts Payable and Purchasing
- II. Software Support
- III. Support Renewals
- IV. Professional Services
- V. Customer Education
- VI. Passport Advantage

I. Accounts Payable and Purchasing


Effective May 1, 2011, OpenPages processes will migrate to IBM. This will create a common process for you to acquire software products and services from IBM.


The quotes and invoices you receive will change in format after May 1, 2011, and they will be issued from an IBM location as appropriate. This change 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:

These items are for your information  **These items require your action**


- Vendor applicable **Tax Identification Number** will change.

US:


 You will need to reissue **Tax Exemption Certificates** from your company to IBM. Please submit your Tax Exemption Certificate prior to your first order to the OpenPages Sales Administration team or your IBM sales representative.

 Vendor applicable E-Delivery Tax Exception – if applicable, please check with your sales representative for processing details.

CANADA:

 You will need to reissue **Tax Exemption Certificates** from your company to IBM. Please submit your Tax Exemption Certificate prior to your first order to OpenPages Sales Administration team or your IBM Sales representative.

EMEA, AP, and LA:

 If applicable, you will need to reissue **Tax Exemption Certificates** from your company to IBM. Please submit your VAT or Tax Exemption Certificate with your first order.

- Vendor **name will change** from OpenPages to the applicable local/regional IBM operation covering your location (the term “Vendor” below represents the IBM operation).
- Vendor **remit-to addresses** for checks, wire transfers and overnight payments will change for all new business after May 1, 2011. 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 correspondence you will receive from IBM may be in the local language.
- Effective May 1, 2011, OpenPages customer numbers will be replaced with IBM customer numbers (ICNs). You will receive your ICN in a separate communication. Please note that your ICN will be used with all order-related communication.
- All purchase documentation, such as invoices, will be sent to the contact(s) 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**. Software downloads through the IBM website are accessed using an SAP ID and password, which will be communicated to you after May 1, 2011. Before May 1, 2011, OpenPages products will continue to be available through the existing OpenPages download location. 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 OpenPages portfolio will replace the pre-existing OpenPages product description for the most current OpenPages 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 OpenPages product descriptions.
- The **format of documents** (quotes, 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 manufacturing and delivery standards.
- If your company requires issuance of a purchase order to facilitate payment for any goods or services, IBM may require a new purchase order. Contact your OpenPages representative with any questions.
- You are encouraged to request an **IBM Registration**. Your IBM Registration ID, also known as Web 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.
- In some countries, the currencies used by OpenPages are different than those used by IBM, thus you may be **transacting in a different currency** with IBM.

AP CURRENCY TABLE

Currency	Country
AUD	Australia, Cocos Islands, Christmas Island, Norfolk Island, Papua New Guinea, Solomon Islands, Samoa
NZD	New Zealand, Cook Islands, Fiji, Niue, Tokelau
KRW	Korea
RMB	China
INR	India
USD or SGD	Singapore
USD	Bangladesh, Bhutan, Brunei, Cambodia, Hong Kong, Indonesia, Laos, Sri Lanka, Myanmar, Mongolia, Macao, Maldives, Malaysia, Nepal, Philippines, Singapore, Taiwan, Thailand, Vietnam

EMEA CURRENCY TABLE

Currency	Country
CHF	Switzerland
DKK	Denmark (Danish), Denmark (English), Faroe Islands, Greenland, Iceland
EUR	Austria, Belgium, Bulgaria, Croatia, Cyprus, Estonia, Finland, France, French Southern Territories, Germany, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, Martinique, Monaco, Netherlands, Portugal, Romania, Slovenia, Spain
GBP	United Kingdom
NOK	Norway
SEK	Sweden
USD	Albania, Algeria, Andorra, Angola, Argentina, Armenia, Azerbaijan, Bahrain, Belarus, Benin, Bosnia and Herzegovina, Botswana, British Indian Ocean Territory, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo, Congo, The Democratic Republic of the, Cote d'Ivoire, Czech Republic, Djibouti, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands (Malvinas), French Guiana, French Polynesia, Gabon, Gambia, Georgia, Ghana, Gibraltar, Guadeloupe, Guinea, Guinea-Bissau, Holy See (Vatican City State), Hungary, Israel, Jordan, Kazakstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Lesotho, Liberia, Libya, Liechtenstein, Macedonia, Former Yugoslav Republic, Madagascar, Malawi, Mali, Malta, Mauritania, Mauritius, Mayotte, Moldova, Republic of, Morocco, Mozambique, Namibia, New Caledonia, Niger, Nigeria, Oman, Pakistan, Pitcairn, Poland, Qatar, Reunion, Russia, Rwanda, Saint Helena, Saint Pierre and Miquelon, San Marino, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Slovakia, Somalia, Svalbard and Jan Mayen, Swaziland, Tajikistan, Tanzania, United Republic of, Togo, Tunisia, Turkey, Turkmenistan, Uganda, Ukraine, United Arab Emirates, Uzbekistan, Vanuatu, Wallis and Futuna, Western Sahara, Yemen, Zambia, Zimbabwe
ZAR	South Africa

II. Software Support

The OpenPages Support team will continue to focus on delivering customer satisfaction without compromise. Existing OpenPages Support offerings and systems will continue to be offered and used after May 1, 2011. As we work to integrate OpenPages and IBM Support, we will offer OpenPages customers expanded capabilities through the existing IBM Support infrastructure. For the most current information on IBM OpenPages Technical Support, visit: <http://www.openpages.com/support/default.asp>.

What does not change on May 1, 2011:

- Support is provided per your existing OpenPages Support agreements.
- OpenPages Support is accessed through existing channels. Continue to use your OpenPages customer number and OpenPages Support ID for access until further notice.
- OpenPages Support cases continue to be logged on the OpenPages Technical Support Portal: <http://www.openpages.com/support/default.asp>.

- OpenPages patches continue to be available on the OpenPages Technical Support Portal: <http://www.openpages.com/support/default.asp>.

Note: As we complete the migration to IBM systems, the above items will change and you will be notified of the changes through future communications.

III. Software Subscription and Support Renewals

OpenPages Software Maintenance and Renewals will be integrated into the IBM Software Subscription and Support Renewals process in a phased approach. Your Software Subscription and Support renewal is determined by the date your support contract expires.

The following outlines the key dates associated with the transition to the IBM Software Subscription & Support process:

- **Renewal date before May 1, 2011:** You should have received a quote from your OpenPages Renewal team and you should have proceeded with confirming your renewal by your current renewal date or by April 29, 2011, whichever is earlier, 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. If you have not yet received a quote, please contact the OpenPages Renewal team at OpenPages.Renewals@ca.ibm.com.
- **Renewal date between May 1, 2011 – September 30, 2011:** If your renewal falls within these dates, you should have received a quote from the OpenPages Renewal team with an opportunity to renew early. If you elected not to take advantage of this opportunity by April 29, 2011, the original renewal quote will still be valid until your original expiration date; however, all orders will be subject to IBM's terms and conditions. Invoicing and part numbers will change to IBM standard conditions. If you have not yet received a quote, please contact the OpenPages Renewal team at OpenPages.Renewals@ca.ibm.com.
- **Renewal date after October 1, 2011:** Your Support Maintenance (now called Software Subscription and Support) quote will be generated from IBM systems and provided to you by your IBM.com 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.

In the future, Software Subscription and Support renewals will transition to IBM's Passport Advantage program. At that time, you will receive a notice to renew your OpenPages Software Subscription and Support Renewal under IBM Passport Advantage for your IBM OpenPages product. Notices will be generated from IBM systems and provided to you by your Software Subscription and Support Renewal representative.

IV. Professional Services

OpenPages Professional Services will continue to serve as your implementation and configuration partner with the same professional staff of Managing Consultants and Consulting Engineers.

As of May 1, 2011:

OpenPages Professional Services will continue to operate within the IBM Software Group. IBM will assume any open OpenPages services engagements and statements of work (SOW) 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 OpenPages Professional Services business model. Customers continue to engage OpenPages Professional Services with their implementations.

One exception is that if a customer requires a purchase order between their organization and IBM to facilitate payment for any existing OpenPages Professional Services, then the customer must provide their OpenPages Professional Services contact with a new purchase order, which references the original statement of work.

All new services orders will be contracted using standard IBM services agreements and SOWs. The IBM services agreements, SOWs, and service order systems are separate from the IBM software licensing contracts and order systems (e.g., Passport Advantage).

V. Customer Education

OpenPages Customer Education will continue to operate within the IBM Software Group.

As of May 1, 2011:

- IBM OpenPages training, certification, course search and registration information are available at <http://www-304.ibm.com/jct03001c/services/learning/ites.wss/us/en?pageType=page&c=U431952F76355G56>.
- To register for an IBM OpenPages course in the IBM online 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.
- OpenPages courses will continue to be delivered by OpenPages authorized instructors.
- Prepaid training will be honored by IBM until its expiration date.
- Students enrolling in 2011 for courses taking place prior to May 1, 2011, will receive a course enrollment confirmation from OpenPages systems. IBM will generate a similar course enrollment confirmation from IBM systems for courses offered after May 1, 2011. No action is required from the student.

For further information or inquiries, please contact your OpenPages training representative.

VI. Passport Advantage

As a customer of IBM, you will begin to see references to [Passport Advantage](#) and [Passport Advantage Express](#). Passport Advantage and Passport Advantage Express are simple, comprehensive IBM offerings for new software licenses and Software Subscription and Support (product upgrades and technical support) under a single, common set of agreements, processes and tools. As an example, Passport Advantage Online is a web tool that helps you manage your licensed software, buy new licenses, renew subscriptions, download entitled software, and more.

Most of the current IBM OpenPages products and support are available under the IBM [Passport Advantage](#) program.

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