Date

Client Representative’s Name

Client Representative’s Title

Client’s Company Name

1234 Street Address

City, State, Province

Country, Postal Code

Dear Client Representative’s Name:

We are pleased to confirm that IBM has assigned you a Customer Success Manager.

An IBM Customer Success Manager is a technical resource assigned to help IBM clients achieve their business objectives through the deployment of key licensed or subscribed IBM Cloud and software offerings. IBM provides the experience on a free of charge, AS-IS basis.

You may provide IBM with access to your data, software, IT environment or other information to allow us to demonstrate our capabilities to you. We will treat any information you provide to us as confidential, and we will only use it for the purposes of the engagement. Neither of us will provide the other with access to personal or regulated data.

To the extent any materials delivered to you are newly created as part of this showcase you can freely use them.

During the engagement, we will discuss with you potential use cases and opportunities leveraging on our Hybrid Cloud capability for your business. We are pleased to appoint <Name> to assist you to accelerate the realization of your software investment.

Regards,

Signature of IBM Representative

Name

Title