Doing Business With IBM
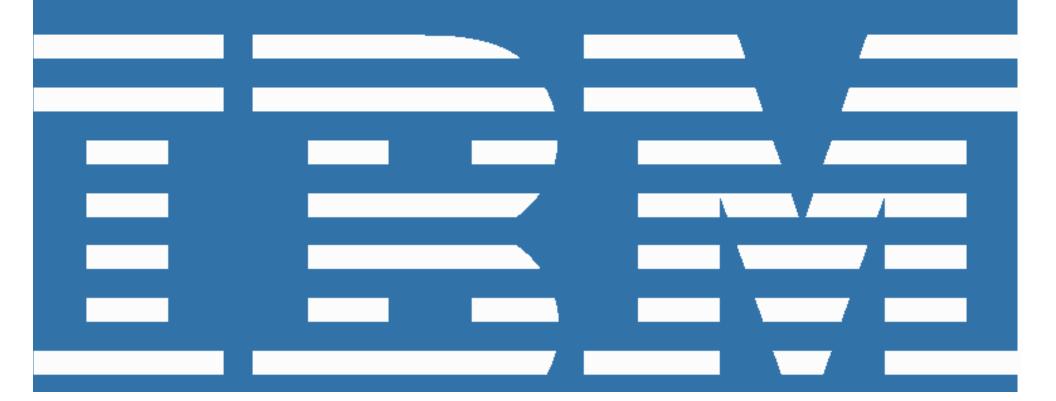
A Guide for Customers of StrongLoop in Europe, the Middle East and Africa

Contents

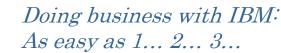# Welcome to IBM

Welcome to IBM

IBM acquired StrongLoop on September 10, 2015 and effective February 1, 2016 all future StrongLoop business will be transacted through IBM.

This "Doing Business with IBM" guide describes the operational changes to expect and resources available to help ensure a smooth transition to IBM's business systems and processes. Please review the details provided in this guide and also share this information with the appropriate individual(s) in your company who are also engaged with StrongLoop and IBM.

As an IBM customer, you will have access to StrongLoop offerings, under the IBM brand, as well as the extensive IBM portfolio of software solutions and services offerings. We will continue to deliver a high-quality responsive service through this transition period.

IBM uses Customer Numbers (ICNs) and Site Number to identify you as a customer.

Please watch for a letter from IBM containing your ICN and your Site Number to complete Step 3 described below.

Doing business with IBM: As easy as 1… 2… 3…

This document outlines 3 important steps that you need to take as soon as possible to help ensure a smooth transition to IBM's business systems and processes.

Step 1: Set up IBM in your company systems

Step 2: Access customer support

Step 3: Create your IBM Profile

Step 1
Set up IBM in your company systems

Set up IBM in your company systems

Accounts payable & purchasing

Quoting and ordering through IBM

The proposals, quotes and invoices you receive will change in format after February 1, 2016, and they will be issued from an IBM location. In some countries, the correspondence you will receive from IBM will be in local language.

New part numbers and product descriptions for the IBM StrongLoop portfolio will replace the existing StrongLoop product and service descriptions.

These new part numbers and descriptions will appear on proposals, quotes and invoices you receive from IBM.

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

Purchase Order Requirements

If your company requires a purchase order to be issued to facilitate payment for goods or services, IBM may require a new purchase order.

IBM as a vendor

If you do not already have IBM registered as a vendor in your system, then you will need to set up IBM as a vendor to manage all new purchases and invoices issued by IBM after February 1, 2016.

For new transactions, the currency that you are using today may change to the currency that IBM uses to process transactions in your country.

You will need to update your systems with the new remit-to details and currency for new transactions where applicable. The new remit to information will appear at the bottom of your IBM invoice(s)

Important note: Invoices issued from StrongLoop that are paid after February 1, 2016 should follow the payment terms as noted on the StrongLoop invoice.

Tax liability

Beginning February 1, 2016, all invoices will include applicable tax (unless you have a tax exempt certificate on file with IBM).

If you are currently exempt from local tax or VAT, please forward your company's Tax Exemption Certificate to your StrongLoop account manager and we will update your details in our system before your next invoice is issued.

Invoice Delivery

Invoices from IBM will be physically mailed to the Bill to Contact of record

Please visit the [Customer Support OnLine website](#) and select your country and then your invoices to view e-invoicing options

Contracts

Your existing StrongLoop contract terms, conditions and pricing will be honoured for the current contract term but as of February 1, 2015 these contracts will be assigned to IBM.

IBM offerings are governed by agreements; please visit the [Customer Support OnLine website](#) to view the IBM agreements. Select your country, then your contracts and then documents.

Renewing StrongLoop Services

StrongLoop's renewal process will be integrated into the IBM process in a phased approach defined below

License expires before February 1, 2016

If your StrongLoop contract expires before February 1, 2016, you should have received a notice from StrongLoop and should proceed with confirming your new licenses by the current renewal date.

License expires on or after February 1, 2016

StrongLoop customers who already have StrongLoop licenses will be able to buy additional 12 month term licenses from IBM until they are withdrawn from marketing. All customers will be presented with an IBM agreement when they wish to purchase additional term licenses.

Professional Services

IBM will now provide StrongLoop Professional Services that may include API Architecture and strategy, enablement on development and operations, implementation, and consulting.

Changes in Professional Services as of February 1, 2016

IBM will assume any ongoing StrongLoop Professional Services engagements and Statements of Work (SOWs) and will perform as originally contracted. Certain customer may receive more than one invoice for their StrongLoop offering were they previously received a single invoice.
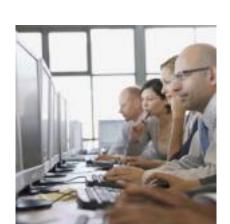
All new services specific orders will be contracted using standard IBM services agreements, rate structure and SOW's.

Education

After February 1, 2016, StrongLoop Education offerings supported by StrongLoop Learning Services will continue to be available and accessed as they are today.

Work will continue after February 1, 2016 to integrate training into IBM's broader infrastructure. Prior to any changes being made, however, clients and partners will receive a notification with specific dates and details outlining any changes

Step 2
Access customer support

Access customer support

What does not change on February 1, 2016?

Customer support for the StrongLoop products will continue as is until further notice, meaning the entry points and tools used to obtain support will not change

Support and Product Services

Support is provided per your existing StrongLoop agreements. All existing StrongLoop electronic, phone and email support access will remain the same based upon your contract, along with access to the StrongLoop website.

Support tickets

StrongLoop customers will continue to use the same process concerning logging and tracking support issues. Where applicable, IBM's world-class customer support team may assist.

Software Downloads

The existing IBM StrongLoop products are now also available through IBM, and active customers may download the software if needed from the IBM Software and Service Offering download website.

To access the IBM FCT download site, sign in using your IBM ID and password. Please refer to Step 3 section of this document for information and instructions regarding your IBM ID.

Over time as any changes occur, information will be communicated to clients with ample lead time to allow for planning and a smooth transition.

Step 3
Create your IBM Profile

Create your IBM Profile

Why do I need an IBM profile and registration?

You have been identified as the Primary Contact for your company, through records maintained by StrongLoop. Only a **single Primary Contact** can be designated per company site location in IBM systems.

Beginning February 1st 2016, we will start the process to load the StrongLoop customer contracts into IBM system; this activity is expected to take several weeks to complete. Once we've completed loading your StrongLoop contract, you will receive a Welcome Notification Letter by post. This letter will include your IBM Customer Number (ICN), Site Number and a passcode that you can use to complete you IBM registration

The primary contact is responsible for ensuring that the appropriate people are designated for the site contact roles, if you will not fulfil these roles yourself. In order to be able to perform this role you need to create an IBM profile and IBM registration.

Create your IBM profile

Click here to create or update your IBM profile.

Once you have set up your profile, click the **Register** button in the right side menu.

Your IBM registration ID, also known as a Web ID, is your single point of access to IBM Web applications which are used to manage your site contact roles. You need just one IBM ID and one password to access any IBM registration-based application.

For additional information and guidance on setting up your IBM profile and IBM registration ID, consult our Profile and Registration FAQ.

Alternatively, contact the IBM registration helpdesk.

Appendix
Further Guidance

Additional Information

Data privacy policy

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