IBM

# Software Maintenance

*Getting the most from your software investment*

### Passport Advantage and Passport Advantage Express
### Software Maintenance

IBM Passport Advantage® and Passport Advantage Express include renewable Software Maintenance that complements your IBM software purchases. It includes both Product Upgrades and Technical Support, and fosters successful software deployments. With Product Upgrades, you get complete upgrade and cross-platform migration coverage for most commercially available IBM-distributed software—IBM Lotus®, WebSphere®, Tivoli®, Rational®, and DB2® Information Management software. You can upgrade to new releases and new versions as the needs of your business dictate. Technical Support helps keep your users up and running wherever they're working in the world. This is our way of making sure you're covered with the technical support you need. This is your way of getting an increased return on your investment in a total software solution.

Cost of ownership is something every customer must look at closely. IBM has more than 3000 software developers creating world-class solutions that are designed to lower your cost of doing business. Regardless of the size of your business, Software Maintenance provides you access to the latest IBM software innovations and support. If your organization wants to leverage IBM Technical Support, it can do so by visiting the Software Support Web site at **ibm.com**/software/support and submitting problems, or by reading about issues and fixes that may already have been addressed for other organizations. You can define and escalate a support issue to a "Severity 1" situation. This means that IBM resources are available to work with you 24x7 until your application is up and running.

With each license acquisition, you receive the product upgrade and support features of Software Maintenance. Whereas some vendors provide the option to purchase these separately — and market this as a benefit — IBM believes its customers increase their return on investment (ROI) through this package deal. In addition to the acquisition benefits of your Passport Advantage or Passport Advantage Express license, you get upgrades and technical support (both how-to and code-related assistance). It's a total solution that ensures you're always covered when you install new software or upgrade to newer versions.

**Software Maintenance means you're always up-to-date**

As new versions of IBM-distributed software are released, they come under the umbrella of your existing Software Maintenance, which helps with budgeting. If your organization didn't have a Passport Advantage or Passport Advantage Express agreement, you would have to budget for new software releases. If you forget to budget for new releases—or don't know that you should—you're hit with an unplanned expenditure, or forced to wait until your next budget cycle to be current with your software. With Passport Advantage and Passport Advantage Express, you never have to worry about new software releases because they're included in the program. This makes it simple for your business to purchase and administer in one planning and budgeting cycle as part of its overall software acquisition strategy.

Here's how you benefit from the Product Upgrade feature of Software Maintenance:

- *It's the most cost-effective way for your business to ensure that its users have readily available the latest technology of the most-current releases. This helps increase and maintain the highest levels of productivity. It lowers your cost of acquiring new releases by providing authorization to use all new releases and versions of offering products while still under maintenance.*

- *You can upgrade at your leisure, conveniently downloading new software from the Web. Although Passport Advantage and Passport Advantage Express give you the option to upgrade, it is never required. You choose the best time to upgrade based on your business needs.*

- *You can protect your on demand business investments. Software Maintenance provides free access to the latest releases of IBM software, eliminating the cost of acquiring new licenses and enabling your organization to budget accordingly.*
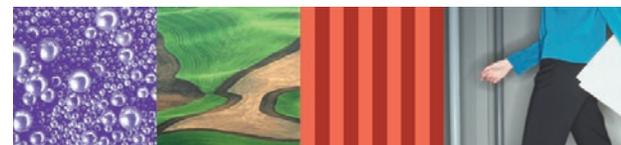
## Technical Support means you're always in touch

Software Maintenance also makes it easy for you to put the IBM world-class software support to work in a cost-effective and efficient way. The Software Maintenance feature provides easy access to responsive, cross-platform software and technical support around the clock and around the world. And, it provides prompt responses to your questions by offering the convenience of IBM call-in numbers throughout the calling areas in which you conduct business.

Technical Support includes the following features:

- *24x7 access to a variety of IBM technical resources in "Severity 1" situations. You determine whether the problem is critical to your organization and if you want it to be classified as a "Severity 1."*

- *Access to usage- and code-related voice support.*

- *No limits on the number of designated IT technical staff that can contact Technical Support for help.*

- *Access to the IBM Software Support Web site at* **ibm.com**/software/support; *enhanced self-help, navigation and advanced search capabilities for Technical Support (24x7), including a worldwide problem-submission Web site for IBM-distributed software (Electronic Service Request [ESR] tool).*

- *IBM Software Support Guide that provides detailed information on all IBM software support including technical support processes and a worldwide list of support center phone numbers.*

## Go ahead—ask the hard questions!

Software Maintenance is a valuable feature of your Passport Advantage or Passport Advantage Express agreement. See how it stacks up to the competition:

- **What if your participation in Software Maintenance lapses?**
  *Software Maintenance can be renewed after your initial commitment expires or, if your participation lapses, it can be reinstated without having to purchase a new license. Some vendors require that you repurchase your license if your participation in a maintenance offering lapses and you want to upgrade to a new release that came out after your initial commitment was over. It is, however, less expensive to keep your Software Maintenance coverage current because reinstatement is more expensive.*

- **Are all vendors' maintenance offerings the same?**
  *No. With Passport Advantage and Passport Advantage Express, you get Software Maintenance, which bundles together both Product Upgrades and Technical Support. Other vendors' maintenance offerings may include either product upgrades or technical support, but not both – or, the purchase of a license may not include maintenance at all. In addition, Software Maintenance also includes both new versions and releases, whereas some vendors have an additional charge for new product versions.*

- **Is there a required length of time for which I must commit to maintenance?**
  *With Passport Advantage and Passport Advantage Express, you get Software Maintenance when you purchase your software. Maintenance can be renewed on an annual basis. Other vendors may require a commitment of up to three years.*

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## For more information

For more information about Passport Advantage or Passport Advantage Express Software Maintenance, go to **ibm.com**/software/passportadvantage, or call your IBM representative or you local authorized IBM business partner.

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