



# panagenda ApplicationInsights third-party analytics solution transforms IBM Domino application usage and design complexity metrics into actionable data to help build path towards application modernization

## Table of contents

1	<a href="#">Overview</a>	2	<a href="#">Technical information</a>
1	<a href="#">Key prerequisites</a>	3	<a href="#">Ordering information</a>
2	<a href="#">Planned availability date</a>	3	<a href="#">Terms and conditions</a>
2	<a href="#">Program number</a>	7	<a href="#">Prices</a>
2	<a href="#">Publications</a>	7	<a href="#">Announcement countries</a>

## Overview

IBM<sup>®</sup> clients can now take advantage of panagenda ApplicationInsights analytics capabilities to transform their IBM Domino<sup>®</sup> application usage and complexity metrics into actionable data to help build the path towards application modernization.

With panagenda ApplicationInsights, your unique application data is locally aggregated and turned into easy-to-understand dashboards that show application usage, business value, and optimization opportunities to reduce the total cost of ownership. Application design complexity and code similarity is visualized to provide a clear understanding of the applications that can be archived, rewritten, or modernized easily.

panagenda ApplicationInsights analytics capabilities enable you to:

- Identify optimization opportunities to reduce your total cost of ownership.
- Identify business critical applications.
- Quantify design complexity and design similarity.
- Provide easy segmentation to choose between archiving, modernizing, and optimizing.
- Identify application usage patterns across your organization (what, who, how).
- Identify application access method across rich, mobile, browser clients.

To obtain panagenda ApplicationInsights, go to the [IBM Support Page](#). You will need to be active on Subscription & Support on either IBM Domino Enterprise Server PVU or IBM Domino Utility Server PVU.

The entitled version is limited on details to the top 50 most used and 50 most complex applications. To purchase insights on additional applications in packages of 500 applications, contact your sales representative or business partner. When purchasing the first package of 500, you also get insights on your unused applications.

## Key prerequisites

Refer to the [Software requirements](#) section.

---

## Planned availability date

---

April 11, 2017

---

## Program number

---

Program number	VRM	Program name
5737-E07	1.0	panagenda ApplicationInsights

---

## Offering Information

---

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage<sup>\(R\)</sup>](#) and [Passport Advantage Express<sup>\(R\)</sup>](#) website.

---

## Publications

---

None

---

## Services

---

### **Global Technology Services**

---

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

---

## Technical information

---

### **Specified operating environment**

---

#### **Software requirements**

To obtain panagenda ApplicationInsights go to the [IBM Support Page](#). You will need to be active on S&S on either IBM Domino Enterprise Server PVU or IBM Domino Utility Server PVU.

#### **IBM Electronic Support**

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement. Read about the Electronic Support portfolio of tools on the [IBM Electronic Support](#) website.

You can also access the [IBM Support Portal](#) page and the online [Service requests and PMRs](#) tool for more support.

### **Planning information**

---

#### **Packaging**

This offering is delivered through the internet. There is no physical media.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

---

## Ordering information

---

For ordering information, consult your IBM representative or authorized IBM Business Partner, or go to the [Passport Advantage](#) website.

This product is only available through Passport Advantage. It is not available as shrinkwrap.

Product group: panagenda ApplicationInsights

Product: 5737-E07

Product category: panagenda ApplicationInsights

### Passport Advantage

Program name/Description	Part number
panagenda ApplicationInsights 500 Applications 3rd party offering	D1T9ELL

### Charge metric

Program name	Part number or PID number	Charge metric
panagenda ApplicationInsights	5737-E07	
panagenda ApplicationInsights	D1T9ELL	panagenda ApplicationInsights 500 Applications 3rd party offering

---

## Terms and conditions

---

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

This product is only available through Passport Advantage.

### Licensing

---

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

### Agreement for Acquisition of Software Maintenance

---

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to

as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

### **License Information number**

---

See the [License Information documents](#) page on the IBM Software License Agreement website for more information.

### **Limited warranty applies**

---

Yes

### **Limited warranty**

---

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information about known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the [IBM Software Support Handbook](#).

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

### **Program technical support**

---

Technical support of a program product version or release will be available for a minimum of three years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect.

This technical support allows you to obtain assistance (by telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, through an announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

For additional information about the IBM Software Support Lifecycle Policy, see the [IBM Software Support Lifecycle Policy](#) website.

### **Money-back guarantee**

---

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on

Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

### **Volume orders (IVO)**

---

No

### **Passport Advantage applies**

---

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

### **Usage restriction**

---

Yes

See the [License Information documents](#) page on the IBM Software License Agreement website for more information.

### **Software Subscription and Support applies**

---

Yes. Software Subscription and Support, also referred to as Software Maintenance, is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the [IBM Software Support Handbook](#). Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

Unless specified otherwise in a written agreement with you, IBM does not provide support for third-party products that were not provided by IBM. Ensure that when contacting IBM for covered support, you follow problem determination and other instructions that IBM provides, including in the [IBM Software Support Handbook](#).

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the [Passport Advantage and Passport Advantage Express](#) website.

### **System i Software Maintenance applies**

---

No

### **Variable charges apply**

---

No

## Educational allowance available

---

Education allowance does not apply. Education software allowance does not apply. Special education prices are available for qualified customers through Passport Advantage.

---

## Statement of good security practices

---

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

**Important:** IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

---

## IBM Electronic Services

---

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to organizations that have IBM Systems. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX<sup>(R)</sup> V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, go to the [IBM Electronic Support](#) website.

The IBM Electronic Support portal is a single internet entry point that replaces the multiple entry points traditionally used to access IBM internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for organizations that are Electronic Service Agent tool-enabled to track system inventory and find pertinent fixes.

---

### Benefits

**Increased uptime:** The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM

Support to open a problem record. Its 24 x 7 monitoring and reporting mean human intervention is not required to report errors.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either through the internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization's system.

For additional information, go to the [IBM Electronic Service Agent](#) website.

**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBMid entered during activation, you can view system and support information in the *My Systems and Premium Search* sections of the [IBM Electronic Support](#) page.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBMid. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information about how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or go to the [IBM Electronic Support](#) website.

---

## Prices

---

### **Business Partner information**

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the [IBM Passport Advantage](#) website.

For all local charges, contact your IBM representative.

### **Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

---

## Announcement countries

---

All European, Middle Eastern, and African countries, except Islamic Republic of Iran, Sudan, and Syrian Arab Republic.

### **Trademarks**

Electronic Service Agent is a trademark of IBM Corporation in the United States, other countries, or both.

IBM, Domino, Global Technology Services, PartnerWorld, Passport Advantage, System i, Express and AIX are registered trademarks of IBM Corporation in the United States, other countries, or both.

Other company, product, and service names may be trademarks or service marks of others.

**Terms of use**

IBM products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. IBM reserves the right to modify or withdraw this announcement at any time without notice. This announcement is provided for your information only. Reference to other products in this announcement does not necessarily imply those products are announced, or intend to be announced, in your country. Additional terms of use are located at

[Terms of use](#)

For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

[IBM Directory of worldwide contacts](#)