



IBM SmartCloud for Social Business delivers new social and mobile capabilities to help increase productivity and business agility in the cloud

Table of contents

1 Overview	2 Publications
1 Key prerequisites	3 Ordering information
1 Planned availability date	5 Terms and conditions
1 Description	6 Prices
2 Program number	7 Announcement countries

Overview

IBM SmartCloud® for Social Business provides one-click access to business-grade file sharing, social networking, communities, online meetings, instant messaging, email, and calendar. The power of IBM SmartCloud for Social Business is that it is designed to help companies collaborate and work with anyone inside or outside their company's firewall. You can purchase these capabilities in SmartCloud Engage bundles or purchase individual services so you can adopt cloud in a way that matches your business needs.

New capabilities added to IBM SmartCloud Engage Advanced and IBM SmartCloud Engage Standard, and IBM SmartCloud Connections deliver options designed to help achieve productivity and collaboration in the cloud.

Enhancements and new features are designed to:

- Engage people more effectively with rich social capabilities for content recommendations, and the ability to survey communities
- Work effectively on the go with mobile enhancements and real-time notification for required actions

Key prerequisites

Visit

<http://www.ibm.com/cloud-computing/social/us/en/systemrequirements/>

Planned availability date

November 5, 2013: Electronic availability, media availability

Description

IBM SmartCloud for Social Business provides an intuitive set of cloud-delivered online technologies for businesses that combines social networking and online collaboration, messaging, and web conference tools. With IBM SmartCloud for Social Business, companies benefit from essential and effective collaboration tools that help simplify and improve daily business interactions between customers, partners, and colleagues. The power of IBM SmartCloud for Social Business is that it

is designed to give companies the ability to collaborate and work with others inside and outside the firewall.

IBM SmartCloud Engage Advanced, IBM SmartCloud Engage Standard, and IBM SmartCloud Connections enhancements

IBM SmartCloud Engage and IBM SmartCloud Connections provide file storage and sharing, instant messaging, and business social networking capabilities designed to help find and collaborate with business contacts, help enhance activities for task management, and share knowledge in communities. IBM SmartCloud Engage also enables users to participate in on-demand web meetings.

New capabilities include:

- Social recommendations of meaningful content for your work
- Community surveys to solicit feedback and sentiments for fast responses and tapping into community intelligence more effectively
- Mobile push notification on required actions

Note: In Japan, the product and sub-product names are IBM® SmarterCloud for Social Business, IBM SmarterCloud Engage, IBM SmarterCloud Connections, IBM SmarterCloud Notes®, IBM SmarterCloud iNotes®, IBM SmarterCloud Meetings, IBM SmarterCloud Events, and IBM Audio Conferencing Services for SmarterCloud Meetings.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via the IBM website

http://www.ibm.com/able/product_accessibility/index.html

Program number

Program number	VRM	Program name
5725-F82	1.0.0	IBM SmartCloud Social Business

Publications

No publications are shipped with this product.

The IBM Publications Center

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

Ordering information

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

<http://www-306.ibm.com/software/support/pa.html>

Product information

Licensed function title	Product group	Product category
IBM SmartCloud Connections	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Connections for Lotus® Customers with Active S&S	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Engage Advanced	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Engage Advanced Step-up	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Engage Standard for Enterprise Deployment	SmartCloud Social Business	SmartCloud Connections
IBM SmartCloud Engage Standard for Enterprise Deployment Customers w S&S	SmartCloud Social Business	SmartCloud Connections
Program name	PID number	Charge unit description
IBM SmartCloud Connections	5725-F82	Per Authorized User
IBM SmartCloud Connections for Lotus Customers with Active S&S	5725-F82	Per Authorized User
IBM SmartCloud Engage Advanced	5725-F82	Per Authorized User
IBM SmartCloud Engage Advanced Step-up	5725-F82	Per Authorized User
IBM SmartCloud Engage Standard for Enterprise Deployment	5725-F82	Per Authorized User
IBM SmartCloud Engage Standard for Enterprise Deployment Customers w S&S	5725-F82	Per Authorized User

Charge metrics definitions

Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User accessing the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

Note: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the

program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

Program licenses

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Engage Standard for Enterprise Deployment	
IBM SmartCloud Engage Standard for Enterprise Deployment Auth User Overage	D0NPWLL
IBM SmartCloud Engage Standard for Enterprise Deployment Auth User per Month	D0NPULL
IBM SmartCloud Engage Strd for Enterprise Deplymnt AU Daily Fee Partial Mo	D0NPVLL

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Engage Standard for Enterprise Deployment Customers w S&S	
IBM SmartCloud Engage Strd Ent Deploy for Lotus Customers with S&S AU Month	D0NPXLL
SmartCloud Engage Std Ent Deploy for Lotus Custs w/S&S AU Daily Fee Part Mo	D0NPYLL

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Engage Advanced Step-up	
IBM SmartCloud Engage Advanced Step-Up Authorized User Daily Fee Partial Mo	D0NQ9LL
IBM SmartCloud Engage Advanced Step-Up Authorized User Overage	D0NQALL
IBM SmartCloud Engage Advanced Step-Up Authorized User Per Month	D0NQ8LL

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Connections	
IBM SmartCloud Connections Authorized User Daily Fee Partial Month	D0NR8LL
IBM SmartCloud Connections Authorized User Overage	D0NR9LL
IBM SmartCloud Connections Authorized User Per Month	D0NR7LL

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Connections for Lotus Customers with Active S&S	
IBM SmartCloud Connections for Lotus Customers w/S&S AU Daily Fee Partl Mo	D0NR6LL

IBM SmartCloud Connections for D0NR5LL
Lotus Customers w/S&S AU Per
Month

IBM SmartCloud Social Business

Part description	Part number
IBM SmartCloud Engage Advanced	
IBM SmartCloud Engage Advanced Authorized User Daily Fee Partial Month	D0NQCLL
IBM SmartCloud Engage Advanced Authorized User Overage	D0NQDLL
IBM SmartCloud Engage Advanced Authorized User Per Month	D0NQBLL

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.

Terms and conditions

The terms and conditions for IBM SmartCloud for Social Business as previously announced in Software Announcement [ZP13-0395](#), dated August 27, 2013 , are unchanged.

IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. 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® 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 , refer to

<http://www.ibm.com/support/electronic>

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 Electronic Service Agent tool-enabled customers 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 no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

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 securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM . The customer's business applications or business data is never transmitted to IBM .

More accurate reporting: Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers 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 IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

<http://www.ibm.com/support/electronic>

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 the customer's IBM ID. 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, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

<http://www.ibm.com/support/electronic>

Prices

The charges are unchanged by this announcement.

IBM Global Financing

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, both from IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

<http://www.ibm.com/financing>

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Financial benefit

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, permits accelerated implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Financing is available worldwide for credit-qualified customers.

Announcement countries

All European, Middle Eastern and African countries except:

- Iran
- Libyan Arab Republic
- South Sudan
- Syria

Trademarks

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

IBM SmartCloud, IBM, Notes, iNotes, Lotus, Global Technology Services 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

<http://www.ibm.com/legal/us/en/>

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

<http://www.ibm.com/planetwide/>