

Revised program technical support information: IBM Business Automation Workflow V19.0.0.3 is declared a Long Term Support Release

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Overview

IBM[®] Business Automation Workflow combines business process management and case management capabilities in a single integrated workflow solution. It unites information processes and users to provide a 360-degree view of work to help drive more successful business outcomes. Capabilities include:

- Integrated process and case management. Consolidates and standardizes task work for easier prioritization. Combines process-centric and case-centric work in repeatable business workflows to meet wider enterprise needs.
- Improved customer service. Expedites client engagement by giving workflow participants and case workers access to systems, information, and analytics. Speeds transactional workflows and case resolutions.
- Enhanced decision making. Uses built-in visibility and powerful analytics to identify the best actions to resolve cases quickly and improve collaboration between IT and business teams.
- Manageable initial startup costs. Enables you to start projects small with low startup costs and a subscription-based consumption model, then grow and scale smoothly from initial project to enterprise-wide program.

Business Automation Workflow V19.0.0.3 was delivered as a continuous delivery (CD) update package on December 12, 2019. Business Automation Workflow V19.0.0.3 is now declared a Long Term Support Release (LTSR), effective from its original delivery date of December 12, 2019. This provides product defect fixes and security updates for a minimum period of two years. Note that program defect fixes and security updates are only available for the two most current CD updates and all active LTSRs.

An LTSR can be supported for a longer period of time, thereby assisting clients in cases in which frequent functional updates may not be practical and a longer-term deployment is desirable.

Technical support enables 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 also gives you access to versions, releases, and updates (CD releases, LTSRs, and fixes) of the program. You will be notified, through an announcement letter, of discontinuance of support with six months' notice. If you require additional technical support from IBM, contact your IBM representative or IBM Business Partner.

For additional information on this support lifecycle, see the [IBM Business Automation Workflow Software Support Lifecycle Policy](#) website.

Planned availability date

February 18, 2020

Reference information

For additional information on Business Automation Workflow, see [IBM Marketplace](#) and Software Announcements:

- [AP19-0481](#), dated November 19, 2019
- [AP19-0105](#), dated April 9, 2019
- [AP18-0521](#), dated December 11, 2018
- [AP18-0309](#), dated July 17, 2018
- [AP18-0108](#), dated March 13, 2018

Program number

Program number	VRM	Program name
5737-H41	19.0.0.3	IBM Business Automation Workflow

AP distribution

Country/Region	Announced
AP	
ASEAN *	Yes
India/South Asia **	Yes
Australia	Yes
Hong Kong	Yes
Macao SAR of the PRC	Yes
Mongolia	Yes
New Zealand	Yes
People's Republic of China	Yes
South Korea	Yes
Taiwan	Yes

* Brunei Darussalam, Cambodia, Indonesia, Lao People's Democratic Republic, Malaysia, Myanmar, Philippines, Singapore, Thailand, Timor-Leste, and Vietnam

** Bangladesh, Bhutan, India, Maldives, Nepal, and Sri Lanka

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