

IBM Business Automation Workflow now offers simplified charge metrics for ordering

Table of contents

1 Overview	2 Technical information
1 Key requirements	2 Ordering information
1 Planned availability date	4 Terms and conditions
2 Program number	6 Prices
2 Publications	7 AP distribution

Overview

IBM[®] Business Automation Workflow is software that 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. This enhanced view can help drive more successful business outcomes.

Simplified charge metrics allow for more flexible licensing options for Business Automation Workflow clients, and the expanded user-based licensing options include authorized user options.

For more information on the previously announced capabilities and ordering options for Business Automation Workflow, see the Software Announcements listed in the [Reference information](#) section.

Key requirements

Specific hardware and software requirements for Business Automation Workflow are available on the [IBM Business Automation Workflow detailed system requirements](#) website.

Planned availability date

March 24, 2020

Reference information

To learn more about previously announced capabilities and ordering options for [Business Automation Workflow](#), see the following:

- Software Announcement [AP20-0111](#), dated February 18, 2020
- Software Announcement [AP19-0481](#), dated November 19, 2019
- Software Announcement [AP19-0105](#), dated April 9, 2019
- Software Announcement [AP19-0154](#), dated March 19, 2019
- Software Announcement [AP18-0521](#), dated December 11, 2018
- Software Announcement [AP18-0309](#), dated July 17, 2018
- Software Announcement [AP18-0212](#), dated April 17, 2018

- Software Announcement [AP18-0108](#), dated March 13, 2018

Program number

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

Publications

Documentation is available from [IBM Knowledge Center](#).

Technical information

IBM Support

[IBM Support](#) is your gateway to technical support tools and resources that are designed to help you save time and simplify support. IBM Support can help you find answers to questions, download fixes, troubleshoot, submit and track problem cases, and build skills. Learn and stay informed about the transformation of IBM Support, including new tools, new processes, and new capabilities, by going to the [IBM Support Insider](#).

Planning information

Packaging

This offering is delivered through the internet as an electronic download. There is no physical media.

Ordering information

For ordering information, consult your IBM representative or IBM Business Partner, or go to the [Passport Advantage^{\(R\)}](#) website.

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

This product may only be sold directly by IBM or by IBM Business Partners.

To locate an IBM Business Partner in your geography, see the [Find a Business Partner](#) page.

Passport Advantage

IBM Business Automation Workflow (5737-H41)

Program name/Description	Part number
IBM Business Automation Workflow Enterprise Virtual Processor Core License + SW Subscriptn and Support 12 Months	D27V2LL
IBM Business Automation Workflow Enterprise Virtual Processor Core SW Subscription and Support Renewal 12 Months	E0QYPLL
IBM Business Automation Workflow Enterprise Virtual Processor Core SW	D27V3LL

Program name/Description	Part number
Subscriptn & Supt Reinstatement 12 Months	
IBM Business Automation Workflow Enterprise Virtual Processor Core Monthly License	D27VBLL

Passport Advantage trade-up

You must have previously acquired a license for the following precursor product to be eligible to acquire an equivalent license of the trade-up product:

Description	Trade-up part number
IBM Business Automation Workflow Enterprise Virtual Processor Core from Eligible Programs Trade Up Lic + Subscr and Support 12 Months	D27V4LL
IBM Business Automation Workflow Enterprise Linux ^(R) on IBM Z ^(R) Virtual Processor Core from Eligible Programs Trade Up Lic + Subscr and Support 12 Months	D27V7LL

Clients must have current Software Subscription and Support (S&S) in place for all of the licenses that will be traded up by the use of the trade-up part numbers.

Consult your IBM representative or IBM Business Partner if you have any questions.

Cross-platform product for use on IBM Z Integrated Facility for Linux (IFL) engines or zEnterprise^(R) BladeCenter Extension

Order the part numbers that follow when the product is intended to run on zEnterprise BladeCenter Extension or the Linux operating system on IBM Z IFL engines. If the product is not intended to run in these environments, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

IBM Business Automation Workflow (5737-H41)

Program name/Description	Part number
IBM Business Automation Workflow Enterprise Linux on IBM Z Virtual Processor Core License + SW Subscriptn and Support 12 Months	D27V5LL
IBM Business Automation Workflow Enterprise Linux on IBM Z Virtual Processor Core SW Subscription and Support Renewal 12 Months	E0QYQLL
IBM Business Automation Workflow Enterprise Linux on IBM Z Virtual Processor Core SW Subscriptn & Supt Reinstatement 12 Months	D27V6LL
IBM Business Automation Workflow Enterprise Linux on IBM Z Virtual Processor Core Monthly License	D27VCLL

Charge metric

The charge metrics for this licensed product can be found in the following License Information document:

Program identifier	License Information document title	License Information document number
5737-H41	IBM Business Automation Workflow	L-ASAY-BMJE2Z

Select your language of choice and scroll down to the "Charge Metrics" section. Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

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^(R) Agreement, and IBM Agreement for Acquisition of Software Maintenance.

This product is available only 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^(R), where applicable, are license only and do not include Software Maintenance.

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Licenses under the IBM International Program License Agreement (IPLA) 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 can be extended by the purchase of a renewal option, if available. Two charges apply: 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

The following License Information document applies to the offering in this announcement:

Program identifier	License Information document title	License Information document number
5737-H41	IBM Business Automation Workflow	L-ASAY-BMJE2Z

Follow-on releases, if any, may have updated terms. See the [License Information documents](#) 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 on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the [IBM Support Guide](#).

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 two 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 versions, releases, and updates (CD releases, Long Term Support Releases or 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, 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 on 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^{\(R\)}](#) website.

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.

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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 Support Guide](#). 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 Support Guide](#).

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.

Other support

Passport Advantage.

Variable charges apply

No.

Educational allowance available

Not applicable.

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.

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Prices

For all local charges, contact your local IBM representative or IBM Business Partner.

Business Partner information

If you are an IBM Business Partner 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](#) or [IBM PartnerWorld^{\(R\)}](#) website.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or IBM Business Partner for Channel Value Rewards. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

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AP distribution

Country/Region	Announced
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

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