

Business Partner Services Sales Support Matrix

BUSINESS PARTNER SERVICES SALES SUPPORT KEY CONTACTS					
SERVICES TOOLS	PURPOSE	LINKS / SHAREID	SERVICE LEVEL TARGET	FIRST ESCALATION CONTACT	SECOND ESCALATION CONTACT
BP SPECIAL BID (BPSB) Transaction Exception Process (TEP)	All requests for TEP pricing, new or additions to existing TEP contracts	Send to TEP Representative.	Varies	Maria Scotto di Carlo – mariamano@us.ibm.com Hilarie Hartung – hhartung@us.ibm.com	Steve Daigle (daigle@us.ibm.com)
ACCOUNT MANAGEMENT TOOL (AMT)	View monthly statement (interest, past due amounts and payment date). Download copies of the invoices. Dispute Services and Maintenance invoices for debits and credits. Total view of line of credit across HW, SW and Services. Manage line of credit with IBM Global Financing (IGF).	http://www-03.ibm.com/financing/partner/tools/amt.html > click on the Sign Up Today' link on the right bar	N/A	IGF Account Specialist	Joni Cook (jonicook@us.ibm.com) _____ 1-404-238-2543
CONTRACTS ON LINE (COL)	Contract signature and registration management for Maintenance, LBS and RTS contracts. Submit LBS opportunities and leads using TIP	https://www-304.ibm.com/ict03004c/support/operations/inventory/Login.js	N/A	COL Tool issues: 877-504-8930 option 4. COL registration issues: contact Brand Focal, COL process and education contact: IBMContractsOnline@us.ibm.com or COLADMIN@US.IBM.COM	Bruce Krol (brkrol@us.ibm.com) 1-518-487-6889
CONTRACTS ON LINE (COL)	Contract Registration request/IBM Inventor	coladmin@us.ibm.com	M-F, 8 AM --- 5 PM EST	1-877-504-8930, Option 4	
CUSTOMER NUMBER ONLINE (CNOL)	Verification/Look up for HW & SW Customer Numbers. (PW/Commerce PW/ID required)	https://www.ibm.com/partnerworld/commerce/programs/portal/active/home/signin.js?app=psoc&PLANG=en-US	N/A	Luciana Zanchetta (luz@br.ibm.com)	Travis Bohlender (bohlernd@us.ibm.com) 1-404-238-1318
E-CONFIG	Hardware Configuration Tool	https://www.ibm.com/partnerworld/page/svc_com_sof_econfli	N/A	888-293-3872 (ecfqi2@ca.ibm.com)	Julie Ulbrich (julbr@us.ibm.com) 1- 507-286-6833
INVENTORY ON-LINE	End user application to look up IBM installed inventory. Provides Hardware & Software product description, machine type, serial number, start and end date.	www.ibm.com/support/operations/inventor	N/A	877-504-8930 (Help Desk)	Ed White (ewwhite1@us.ibm.com) 1-817-764-3092
INVOICES ON-LINE	View, print, download invoices	http://www.ibm.com/support/operations/us/en/inventory/inventory.shtm	N/A	If the debit or credit you expected to see is not on IOL, contact ASKAR@us.ibm.com. For other IOL issues, contact the IOL Help Desk at 877-504-8930 option 2	Brian Biddle (bbiddle@us.ibm.com) 1-919-606-9899
INVENTORY SERVICES IBM SERVICES ASSISTANT TOOL (ISAT)	Retrieve software and hardware configuration data.	www.ibm.com/tools/inventorieservices/isp/login.js	N/A	800-543-3912 (IBM Link Help Desk)	Joellen Fabiani (jfabiani@us.ibm.com) 1-404-487-2158
LEAD AND OPPORTUNITY SUBMISSION	Create proposals & quotes. Submit opportunity for Lead Pass, Hosting/Customer Contact Form (CCF), Hosting/Agent, General Business Services (GBS)/CCF and GBS/Agent lead to IBM > request fee	www.ibm.com/partnerworld/us/isat www.ibm.com/partnerworld/pw/home.nsf/weblook_lead_form.html	Varies	For tool problems, contact John Swartz (jswartz@us.ibm.com) 678-266-4079	Bruce Krol (brkrol@us.ibm.com) 1-518-487-6889
	Questions on Lead Submissions		N/A	For questions about submissions, contact: iglead@ca.ibm.com	
LOCAL INFORMATION ACCESS (LIA/BP)	Preformatted reports for backlog, shipments, installation activity, MSA registration, SWMA, Warranty Exit and Maintenance Contract acknowledgements	www.ibm.com/partnerworld > Sign in > LIA/BP reports (Business Shortcuts > Type IBMLink Userid & Password)	N/A	800-543-3912 (IBM Link Help Desk)	
MAINTENANCE CONTRACT LIFECYCLE MANAGEMENT (MCLM)	Maintenance and technical sales support reporting/coverage for maintenance opportunities	http://www-304.ibm.com/ict01005c/partnerworld/mem/order/otp_inventory_mclm_reports.html	Web-based 24 x 7	mclm@us.ibm.com	Josie L. Pesqueira (jlpesque@us.ibm.com)
MAINTENANCE SALES AUTOMATION TOOL (MSAT)	Triggers ISAT to generate ServiceElite proposals for high volume/low value transactions (new/renewals)	Sent direct to US BPs.	Varies	Josie L. Pesqueira (jlpesque@us.ibm.com)	Bruce Krol (brkrol@us.ibm.com) 1-518-487-6889
STATCHECK	Request Maintenance and Remote Technical Services (RTS) status of installed equipment outside of Business Partner enterprise with end user authorization. Also, CHIS/INV Pulls requests	Request thru Contracts OnLine (COL) https://www.ibm.com/support/operations/contracts/us/en/index.ws	24 Hours - 3 Business Days	Carol Morris (cdmorris@us.ibm.com) 1 720-395-5099	Bruce Krol (brkrol@us.ibm.com)
				Valerie Pittman (vpittman@us.ibm.com) 1 404-288-2233	
SERVICES INVENTORY TOOLS	PURPOSE	LINKS / SHAREID	SERVICE LEVEL TARGET	FIRST ESCALATION CONTACT	SECOND ESCALATION CONTACT
Web Request Tool - WRT (Replaces BPMain)	Movement or discontinuance of inventory and ServiceElite contract changes (i.e. service level)	https://www-304.ibm.com/support/operations/myrequests/index.jsp	7 Business Days	Claudia Casellato Ferrera Maximiano (ccfmax@br.ibm.com) 55-19-2132-3731	Fernanda De Aruda Marcos (fmarcos@br.ibm.com) 55-19-2132-2867
Web Request Tool - WRT (Replaces BPMain)	Cancellation Requests	https://www-304.ibm.com/support/operations/myrequests/index.jsp	7 Business Days	Rosana Lopes Alves (ralves@br.ibm.com) 55-19-2132-4896	Daniel Pearson (dpearson@br.ibm.com) 55-19-2132-6481
BPSoft - Must Use Installation Form	Form for Request Software Maintenance (SWMA) PID removal when equipment is moved, Inventory Services Inquiry, and more	https://www-304.ibm.com/partnerworld/mem/forms/formSaver/formsMain.jsp	48 Hours - 3 Business Days	Olivia Esteves Martins Rodrigues (oemr@br.ibm.com) 55-19-2132-6966	Anna Maria Gerin Mariano dos Reis (anagerin@br.ibm.com) 55-19-2132-4856
bpsinst@us.ibm.com	bpsinst@us.ibm.com is no longer being monitored. Partners submit an Installation change form thru link	URL https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/stg_fm_sys_inst_change_request	7 business days		
Web Request Tool - WRT (Replaces CSOMain)	Installation of used equipment	https://www-304.ibm.com/partnerworld/mem/forms/formSaver/formsMain.jsp		Claudia Casellato Ferrera Maximiano (ccfmax@br.ibm.com) 55-19-2132-3731	Claudia Casellato Ferrera Maximiano (ccfmax@br.ibm.com) 55-19-2132-3731
ISATINV	Used when an install request has been submitted and installation delay is holding up a specific ServiceElite proposal	ISATINV@US.IBM.COM	48 Hours	Vanessa Pontes (vmpontes@br.ibm.com) 55-19-2132-3154	Luana Bonfa (luanab@br.ibm.com) 55-19-2132-3149

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INSTALLS	Inquiry, installations and changes for printers. Must Use Installation Form	INSTALLS@US.IBM.COM	24 Hours-15 Days	https://www.ibm.com/partnerworld/wps/serve/ContentHandler/sta_fm_sys_insta?change_request	https://www.ibm.com/partnerworld/wps/serve/ContentHandler/sta_fm_sys_insta?change_request
REPORTING	Inquiry, installation and changes for Point of Sale (POS) products. Must Use Installation Form	Reportin@us.ibm.com	48 Hours - 15 Days	Fabiana Cardoso Marcellino de Jesus (cfabiana@br.ibm.com) 55-19-2132-4664	Andre Luiz Gomes Carneiro (andrelgc@br.ibm.com) 55-19-2132-4730

Business Partner Services Sales Support Matrix

SERVICES CONTRACT MANAGEMENT	PURPOSE	LINKS / SHAREID	SERVICE LEVEL TARGET	FIRST ESCALATION CONTACT	SECOND ESCALATION CONTACT
ADMIN/PROCESS QUESTIONS	Administrative process inquiries for registration, invoicing and contract management	NA	Varies	Contact your Customer Fulfillment Representative	Nancy Schneider (nschneid@us.ibm.com) 1-404-288-1674
BPASSIST	Retro Signature & Retro Processing for Maintenance & RTS Contracts, Software & RTS Credit Quotes, Software ALF Discounts and/or Waivers, Pre-Sale Inquiries (i.e., where to go, etc) Sales Process or Offering Inquiries (i.e. Business Rules, SWMA, etc).	BPASSIST@US.IBM.COM	48 Hours	Michelle O'Kula (mokula@us.ibm.com) 1-720-396-5822	Michelle O'Kula (mokula@us.ibm.com) 1-720-396-5822
BPPORT	Distributor request SP2 contracts to move from another distributor	BPPORT@US.IBM.COM	Varies	Rebecca Diani/Rebecca Diani/Brazil/IBM@IBM/R Person/Brazil/IBM@IBM/R	Daniel Ciasca Gattas Person/Daniel Ciasca Gattas Person/Brazil/IBM@IBM/R
BP CHANNELS	BP CHANNELS FOR ITS DATA CENTER SERVICES	CHANNELS@US.IBM.COM	Varies	Elba Steeves (esteeves@us.ibm.com) 720-395-3366	Carolyn O'Malley (cfomalley@us.ibm.com)
BP TARGET REVENUE LEAD PASS	BP Target Revenue program is a voluntary program for SSRs that identify new qualified sales leads to pass to the appropriate Business Partner teams to add to HWMA/SWMA services contract	http://itsweb1.raleigh.ibm.com/SSRHomepage/TargetRev.htm	N/A	Jesus Juarez (mjuarez@us.ibm.com) 1-720-396-0339	Bruce Krol (brkrol@us.ibm.com) 1-518-487-6889
CUSTOMER SUPPORT ONLINE (CSOL)	Direct access to information on your contract, inventory, order, invoice and payment status	ASKAR@US.IBM.COM	Real Time	877-426-6006	Latoria Williams (latoryaw@us.ibm.com) 1-919-517-0390
CMRNEW	New customer number requests or changes to customer numbers, specific to Services customer numbers.	https://www-304.ibm.com/ct09002c/partnerworld/mem/forms/blankForms/CMRNEW_fm.jsp If you are signed into PartnerWorld, this link will take you directly to the CMRNEW form. If you are not signed into PartnerWorld you will be prompted to sign in and then it will take you to the form.	24-48 Hours	Yech Alfred Zool Sin (yechsin@my.ibm.com) 603-2301-3782 x3782	
HW/SW SERVICE SUPPORT DELIVERY	Escalation of Service Delivery issues - call placement/entitlement and delivery of service	Partner Support Plan at Techdocs library: http://partners.boulder.com/src/atsma/tr.na/WeblIndex/PRS260	Duty Managers available 24x7	Duty Managers 800-IBM-SERV	Andy Herrmann (anduh@us.ibm.com) 1-720-395-4361 Rick Marin (rmarin@us.ibm.com) 1-845-759-4399
HARDWARE MULTI-SITE ITS IBM as a Sub-Contractor Support	IBM as a Sub-contractor support is available through the BPSST focal. Submit request for quote or resource request using COL > PBO	BPSST focal is Angela Willis (Angela Y Willis/ATLANTA/Contr/IBM) https://www-304.ibm.com/support/operations/contracts/us/en/index.wss	Varies	Elba Steeves (esteeves@us.ibm.com) 720-395-3366	Carolyn O'Malley (cfomalley@us.ibm.com)
NEW LABOR BASED SERVICES (LBS) Opportunities	New opportunities for LBS quotes or contracts must be submitted in COL > Transactions in Process (TIP)	https://www-304.ibm.com/support/operations/contracts/us/en/index.wss	Varies	Elba Steeves (esteeves@us.ibm.com) 720-395-3366	Carolyn O'Malley (cfomalley@us.ibm.com)
PARTNERWORLD		www.ibm.com/partnerworld	N/A	1 888-363-2884 or pwrts@us.ibm.com	N/A
SFADMIN	Inquiries or requests from our internal/external customers. Such inquiries include caller updates, PO updates, general inquiries, customer reference update, billing frequency changes and copy of contract requests. Use AMT tool to dispute specific invoice issues. Use AMT information above. Escalation is only used for open disputed invoices in AMT. Disputes and Inventory	SFADMIN@US.IBM.COM	2-5 Business Days	Thiago Pereira Ribeiro (tribeiro@br.ibm.com) 55-19-2132-2226 (T/L: 839-2226)	Patricia Camillo (amillo@br.ibm.com) 55-19-2132-4669 (T/L: 839-4669)
SPECIFIC INVOICING ISSUES		https://www-304.ibm.com/ursrvc/account/userservices/jsp/login.jsp?persistPage=true&page=financing/commercial/amt/AMTMain.wss&PD-REFERER=none&error	30 Days	Rosana Lopes Alves (roalves@br.ibm.com) 55-19-2132-4696	Rosana Lopes Alves (roalves@br.ibm.com) 55-19-2132-4696
ADDITIONAL IBM SERVICES SUPPORT					
	PURPOSE	LINKS / SHAREID	SERVICE LEVEL TARGET	FIRST ESCALATION CONTACT	SECOND ESCALATION CONTACT
IBM Internet Security Services (ISS) Sales Support (product side of Security Service) ISS BP Assist.	IBM ISS Sales Support Matrix - To find contacts for appropriate resource for questions on IBM ISS sales, quote requests, order placement and fulfillment, delivery and billing disputes	http://www14.software.ibm.com/cgi-bin/pdwn/public/httpd/services/us/iss_sales_support_matrix.pc	Varies	issbpa@us.ibm.com	
IBM ISS Order Status OnLine (OSOL)	Viewing of hardware orders and product delivery status online.	http://www.ibm.com/account/orderstatus/myorders/login?cc=us	Real Time	Customer Support Online Center 1-426-6006, Option 2	
IBM Global Financing (IGF) NEW	For leasing NEW equipment questions/concerns; For questions/concerns related to IGF used equipment	Contact Deal Origination Team: sc@us.ibm.com	Varies	Tatiana Neves - tati@br.ibm.com	
IBM Global Financing (IGF) USE/INFOPRINT (IPS) Sales Operations Support	InfoPrint Solutions contract pre-sales and post sales support for IPS printers	USED: igfused@us.ibm.com SOS@infoprint.com	12-24 hours	Katia Amodeo (kamodeo@br.ibm.com) Rick Winter - Rick Winter/US/InfoPrint/IDE@IBM/US	Marcia Couto - (marciay@br.ibm.com)
BCRS Opportunities	Business Continuity and Recovery Services (BCRS)			BCRS Services Specialist - EAST David Felu (dfelu@us.ibm.com) 516-743-7426 BCRS Services Specialist - WEST Todd Boesen (tboesen@us.ibm.com) 515-490-6102	
CMS Opportunities	For the ITS/CMS portfolio (i.e., SCE, SCE+, Private Cloud Services, zCloud Services, Akamai Services) Sales	Contact the Regional Channels Customer Support Executives (CSE)	Varies	SOUTHEAST Region - Mark Kwiatkowski (mkwiatek@us.ibm.com) 918-905-8933 NORTHEAST Region - John Allobaamento (jallog@us.ibm.com) or 212-745-7750 WEST REGION Region - Judy Van Aman (jvanaman@us.ibm.com) or 926-419-1186	US BUE: Mark Dowdy (mdowdy@us.ibm.com) 415-545-5369
SECURITY Opportunities	Managed Security Services offer you comprehensive outsourced solutions for real-time security management including system monitoring emergency response and 24/7 guaranteed protection			Mark Powell BP Sales Specialist (mapowell@us.ibm.com) 706-464-1513	

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SERVICEPAC	PURPOSE	LINKS / SHAREID	SERVICE LEVEL TARGET	FIRST ESCALATION CONTACT	SECOND ESCALATION CONTACT
SERVICEPAC ONLINE REGISTRATION	Online registration for all IBM ServicePac orders, this information is provided in the ServicePac registration email	http://www-03.ibm.com/services/eservicepac/customerregistration.ws	NA	Sales Agent where ServicePac was purchased	ServicePac Support Team spreport@us.ibm.com
SPREPORT	To assist customers with ServicePac registrations (i.e.: IBM ServicePac will assist customers with ServicePac purchases prior to May 1, 2005 IBM laptop, desktop and monitors).	SPREPORT@us.ibm.com	within 2 business days	Shawn Goossen (goossen@us.ibm.com)	John Thomson (thomso@us.ibm.com) 1 972-402-6148
Return of ServicePac	To determine if a ServicePac can be returned	PCDRET@us.ibm.com (please include returns form: https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/SGDH374508163233T90)	within 3 business day	Lilian Rodrigues Lima Dos Santos (lilima@br.ibm.com)	Yolanda Jones (vajones@us.ibm.com) 1 720-395-3365
ServicePac Supported Product Lists (SPL)	WSU	https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/SGDG157822F29832R19	NA	1-866-723-7951	
	Post Warranty	https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/SGDB963642F68371Q55			
	RTS	https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/SGDX545062H15734G94			
	ESS WSU	https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/SGDB727306E42735R64			
	ESS MA	https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/SGDC441609M22734W20			
	System x & RTS: Brian Weltens				
ServicePac Offering Managers:	Storage: Guil van der Esch gfvonde@us.ibm.com gfvonde@us.ibm.com				