Connections Cloud
end-of-service FAQ

IBM and HCL completed the transaction under which HCL acquired select IBM collaboration, commerce, digital experience, AppScan and BigFix products and solutions on June 30, 2019.

Effective July 16, 2019 HCL announced end-of-service for the Connections Cloud offerings inclusive of but not limited to Verse on Cloud, SmartCloud Notes, S1, S2, Social Cloud, Connections Engagement Center, Connections Chat, Connections Meetings, Dual Entitlement, and Domino Applications on Cloud. Effective July 16, 2020, HCL has ended service for all part numbers related to Connections Cloud. HCL EOS Announcement

The Connections Cloud Service Description describes the terms and conditions associated with Connections Cloud.

The General Terms of Use describes terms and conditions for associated SaaS offerings.

A complete list of products, part numbers, and offerings included in HCL's acquisition are available here: www.ibm.com/products/hcl-divestiture

Frequently Asked Questions

1. *My contract expires on December 31, 2020, can I continue to use Connections Cloud until that date?*

   No. The Connections Cloud service was shut down by HCL on July 16, 2020.

2. *I have Dual Entitlement licenses, but I do not actively use the SaaS portion of the license. Do I need to change my contract?*

   Please contact your HCL sales representative or customersuccess@hcl.com to discuss your licensing needs

3. *How do I contact HCL support?*

   Support for Connections Cloud is provided by HCL. Please contact HCL Support by Phone: hclpnpsupport.hcltech.com/csm?id=kb_article&sysparm_article=KB0010151
   HCL Support Ticket Guest Form: hclpnpsupport.hcltech.com/csm?id=guest_csm_creation
   HCL Customer Support Portal: support.hcltech.com/csm

4. *Can you recommend an alternative to Connections Cloud?*

   HCL has released the following guidance for customers as they plan for their migrations off the Connections Cloud platform: www.cwpcollaboration.com/blogs/digital-solutions-cloud-strategy-update HCL can be contacted at customersuccess@hcl.com

5. *Where can I get more information?*

   HCL Customer Portal:
   www.hcltechsw.com/wps/portal/about/welcome
   HCL Entitlements and License Management Help:
   hclpnpsupport.hcltech.com/csm?id=kb_article&sysparm_article=KB0041552#_Entitlements,_License_Management
   HCL Customer Success Team: customersuccess@hcl.com
   HCL's Cloud Strategy Update: www.cwpcollaboration.com/blogs/digital-solutions-cloud-strategy-update
   For contract questions: HCL@us.ibm.com