IBM automation platform delivers cloud deployment flexibility and ease of use through enhancements to IBM FileNet Content Manager V5.5.5, IBM Daeja ViewONE Virtual V5.0.8, IBM Content Navigator V3.0.8, IBM FileNet Image Services V4.2.0, and IBM Business Automation Content Services on Cloud

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Overview

The IBM\textsuperscript{\textregistered} automation platform enables organizations to digitally transform their workforce, infuse processes with artificial intelligence (AI), and orchestrate workflows that increase operational efficiency. The following are enhancements to the content services offerings that comprise the automation platform.

**IBM FileNet\textsuperscript{\textregistered} Content Manager V5.5.5**

This cloud-native content management solution provides capabilities for collecting, governing, managing, and enriching enterprise content that can be deployed on cloud, on-premises, and in hybrid environments within enterprise applications. This scalable solution provides the following capabilities:

- Content lifecycle management
- Transactional content processing
- Document management
- Content federation and consolidation
- Low-code content and application development
- Information compliance and governance

FileNet Content Manager V5.5.5 can be fully integrated with an organization’s business processes to help increase knowledge worker productivity with security-rich, mobile, anytime access to content stores. FileNet Content Manager V5.5.5 includes the following enhancements:

- Support for PostgreSQL, a low-cost database service available in many cloud platforms and available for container-based installations
- Identity provider support for internal users
- Microsoft\textsuperscript{\textregistered} Azure Active Directory (AD) Lightweight Directory Access Protocol (LDAP) support for running FileNet in the Microsoft Azure cloud
- Additional functionality in GraphQL API

**IBM Daeja\textsuperscript{\textregistered} ViewONE Virtual V5.0.8**
This server-based document and image viewer with a lightweight HTML and JavaScript front end includes the following enhancements:

- Usability improvements, including simplified annotation editing and improved toolbar layout
- Improved Microsoft Excel workbook navigation
- An application programming interface (API) for resizing image stamps

**IBM Content Navigator V3.0.8**

This web-based console gives users access to multiple content stores and helps improve productivity by transforming how content is accessed, delivered, and presented. Content Navigator V3.0.8 includes the following enhancements:

- Task Manager enhancements for container-based installations
- Per-desktop configuration for the IBM Daeja ViewONE Virtual Viewer
- Improved paging and scrolling
- Nested search for FileNet Content Manager
- Export all search results for FileNet Content Manager
- View object-valued properties in the Properties dialog for FileNet Content Manager
- Capability to export all search results
- Container access for IBM Content Manager

IBM Connections Docs is no longer a supporting program for Content Navigator V3.0.8.

**IBM FileNet Image Services V4.2.0 and V4.1.2**

IBM Content Navigator for Image Services V3.0, a component of FileNet Image Services V4.2.0 and V4.1.2, provides additional Daeja ViewONE capabilities. FileNet Image Services V4.2.0 and V4.1.2 are qualified with the Daeja ViewONE Virtual Viewer.

IBM Content Navigator for Image Services V3.0 enables you to:

- View, update, and add annotations for FileNet Image Services documents displayed in Content Navigator.
- Display native FileNet Image Services documents in Content Navigator that were created as multicontent elements, such as with IBM FileNet Capture Professional.

The Technical information section provides information about where to locate and download fix packs that provide the additional Daeja ViewOne capabilities for clients with FileNet Image Services V4.1.2 and V4.2.0.

**IBM Business Automation Content Services on Cloud**

This content management cloud service provides capabilities for collecting, governing, managing, and enriching enterprise content to be deployed as a hosted cloud or software-as-a-service (SaaS) solution. The scalable solution includes the following enhancements:

- External user dynamic provisioning using IBMid
- Capability to add, remove, and update groups and group membership directly within the user portal
- User and group audit API
- Listing in Azure AD App Gallery to enable the use of Azure AD as an identity provider for Security Assertion Markup Language (SAML) authentication

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**Key requirements**
For operating system, database, and browser requirements for the products in this announcement, see the Software Product Compatibility Reports website.

**Planned availability date**

June 26, 2020

**Accessibility by people with disabilities**

Accessibility Compliance Reports (previously known as a VPAT) containing details on accessibility compliance to standards, including the Worldwide Consortium Web Content Accessibility Guidelines, European Standard EN 301 349, and US Section 508, can be found on the IBM Accessibility Conformance Report Request website.

**Reference information**

For more information about FileNet Content Manager, see the IBM Marketplace website.

To learn more about the previously announced capabilities and ordering options for FileNet Content Manager, see:

- Software Announcement 220-157, dated March 24, 2020
- Software Announcement 219-522, dated December 10, 2019
- Software Announcement 218-539, dated December 11, 2018
- Software Announcement 218-417, dated September 18, 2018
- Software Announcement 218-251, dated June 26, 2018
- Software Announcement 217-033, dated November 7, 2017
- Software Announcement 214-482, dated October 28, 2014
- Software Announcement 214-103, dated March 11, 2014
- Software Announcement 213-053, dated March 12, 2013

For more information about Daeja ViewONE Virtual, see the IBM Marketplace website.

To learn more about the previously announced capabilities and ordering options for Daeja ViewONE Virtual, see:

- Software Announcement 220-080, dated January 28, 2020
- Software Announcement 219-522, dated December 10, 2019
- Software Announcement 218-539, dated December 11, 2018
- Software Announcement 218-251, dated June 26, 2018
- Software Announcement 217-033, dated November 7, 2017
- Software Announcement 217-276, dated June 20, 2017
- Software Announcement 216-538, dated December 13, 2016
- Software Announcement 215-134, dated March 10, 2015

For more information about Content Navigator, see the IBM Marketplace website.
To learn more about the previously announced capabilities and ordering options for Content Navigator, see:

- Software Announcement 220-157, dated March 24, 2020
- Software Announcement 219-522, dated December 10, 2019
- Software Announcement 218-539, dated December 11, 2018
- Software Announcement 218-564, dated November 27, 2018
- Software Announcement 218-251, dated June 26, 2018
- Software Announcement 218-189, dated April 24, 2018
- Software Announcement 218-205, dated April 24, 2018
- Software Announcement 218-100, dated January 30, 2018
- Software Announcement 217-033, dated November 7, 2017
- Software Announcement 217-276, dated June 20, 2017
- Software Announcement 216-535, dated December 13, 2016

To learn more about the previously announced capabilities and ordering options for FileNet Image Services, see:

- Software Announcement 214-541, dated December 2, 2014
- Software Announcement 214-312, dated September 9, 2014
- Software Announcement 214-022, dated January 7, 2014
- Software Announcement 212-237, dated May 29, 2012
- Software Announcement 212-035, dated February 14, 2012
- Software Announcement 211-169, dated May 10, 2011

For more information about Business Automation Content Services on Cloud, see the IBM Marketplace website.

To learn more about the previously announced capabilities and ordering options for Business Automation Content Services on Cloud, see:

- Software Announcement 219-522, dated December 10, 2019
- Software Announcement 219-279, dated June 1, 2019
- Software Announcement 218-167, dated March 20, 2018

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**Education support**

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on the IBM Skills Gateway website.
Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

Offering Information

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage® and Passport Advantage Express® website.

Publications

Documentation for the following products will be available in IBM Knowledge Center on June 26, 2020:

- FileNet Content Manager
- Daeja ViewONE Virtual
- Content Navigator
- FileNet Image Services

Documentation for Business Automation Content Services on Cloud is available on IBM Support.

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of the lab-based software services team and the business consulting, project management, and infrastructure expertise of the IBM Global Services team. Also, IBM extends the reach of IBM Software Services through IBM Business Partners to provide an extensive portfolio of capabilities. IBM provides the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Software requirements

IBM FileNet Image Services V4.2.0

Clients with FileNet Image Services V4.2.0 can use the current V4.2.0 FP15 fix pack, which can be found on the IBM Fix Central website. This fix pack includes IBM FileNet Image Services Connector modules, ImageServicesPlugin.jar file, and Image_Services_connector_for_ICN.war file in the /fnsw/cmis directory.

Clients with Image Services V4.1.2 can use the current interim fix on IBM Fix Central, which provides the most current FileNet Image Services Connector modules. This interim fix can be accessed from the IBM Fix Central website FileNet Image Services page.

Additional FileNet Image Services Connector support and implementation information is available on IBM Support.
For operating system, database, and browser requirements for the products in this announcement, see the Software Product Compatibility Reports website.

**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**

These Content Services offerings are delivered through the internet as electronic downloads. There is no physical media.

The Business Automation Content Services on Cloud offering is accessed through the internet. There is no physical media or electronic deliverable.

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**Ordering information**

For ordering information, consult your IBM representative or IBM Business Partner, or go to the Passport Advantage website.

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

These products may only be sold directly by IBM or by IBM Business Partners.

To locate IBM Business Partners in your geography, see the Find a Business Partner page.

**Passport Advantage**

There is no new ordering information in this release. For a complete list of all other part numbers, see the Software Announcements in the Reference information section.

**Charge metric**

**Charge metric for licensed products**

The charge metrics for these licensed products can be found in the following License Information documents:

**IBM FileNet Content Manager V5.5.5**

<table>
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**IBM Daeja ViewONE Virtual V5.0.8**

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**IBM Content Navigator V3.0.8**

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**IBM FileNet Image Services V4.1.x and V4.2**

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**IBM Content Navigator for Image Services V3.0**

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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.

**Charge metric for cloud services**

The charge metrics for this cloud service can be found in the following Service Description document:

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Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. See the Cloud Services terms website and search using the four-digit base Service Description number.

**Processor Value Unit (PVU) sub-capacity licensing**

This software product is eligible for sub-capacity licensing. Clients must obtain Proofs of Entitlement (PoEs) for the maximum processor core capacity available to an eligible sub-capacity product when deployed in an eligible virtualization environment. This is also referred to as sub-capacity or virtualization capacity licensing.

Clients must use the IBM License Metric Tool (ILMT) unless they meet the exceptions described on the ILMT website.

For information regarding PVU sub-capacity licensing, see the Passport Advantage Virtualization Capacity (Sub-capacity) Licensing website.

**Terms and conditions**

**Terms and conditions for the licensed product**

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 Agreement, and the IBM Agreement for Acquisition of Software Maintenance.
This product is only available 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, where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

**Software Maintenance**

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 documents apply to the offerings in this announcement:

### IBM FileNet Content Manager V5.5.5

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### IBM Daeja ViewONE Virtual V5.0.8

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### IBM Content Navigator V3.0.8

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### IBM FileNet Image Services V4.1.x and V4.2

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### IBM Content Navigator for Image Services V3.0
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 website.

Usage restrictions
Yes
For any usage restrictions for the Content Services programs, see the License Information documents as listed in the Terms and conditions section.

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.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

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.

Variable charges apply
No

Educational allowance available
Not applicable.

Terms and conditions for the cloud service
The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction for the acquisition of Cloud Services from IBM consist of either the IBM Cloud(R) Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use - General Terms for Cloud Offerings and the applicable offering Service Description.
**Technical support**

Technical support is provided for Cloud Services and enabling software, as applicable, during the subscription period. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the Cloud Service, as applicable, and therefore governed by the applicable agreement as defined in Client's quote or transaction document. Technical support is included with the Cloud Service and is not available as a separate offering.

Additional technical support information for this Cloud Service offering may be found in the IBM Support Guide or in service-specific documentation.

**Service Description**

The following Service Description document applies to the offering in this announcement:

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Follow-on levels of this cloud service, if any, may have updated terms. See the Cloud Services terms website and search using the four-digit base Service Description number.

**Limited warranty**

See the warranty defined in the applicable agreement governing client's acquisition for this offering.

**Money-back guarantee**

No

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, information is available on the Passport Advantage and Passport Advantage Express website.

**Usage restrictions**

Yes

For any usage restrictions for Business Automation Content Services on Cloud, see the Service Description as listed in the Terms and conditions section.

**Educational allowance available**

No.

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**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.

**Important:** IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

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**Prices**

For additional information and current prices, 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\(^{®}\) website.

**Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative or IBM Business Partner. Additional information is also available on the Passport Advantage and Passport Advantage Express website.

**IBM Global Financing**

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

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 clients. Rates are based on a client'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.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, can help accelerate 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 clients.

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**Order now**

To order, contact the IBM Digital Sales Center, your local IBM representative, or your IBM Business Partner. To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968). For more information, contact the IBM Digital Sales Center.

Phone: 800-IBM-CALL (426-2255)

Fax: 800-2IBM-FAX (242-6329)

For IBM representative: askibm@ca.ibm.com
For IBM Business Partner: pwcs@us.ibm.com

IBM Digital Sales Offices
1177 S Belt Line Rd
Coppell, TX 75019-4642, US

The IBM Digital Sales Center, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

**Note:** Shipments will begin after the planned availability date.

**Trademarks**

IBM, FileNet, Daeja, PartnerWorld, Passport Advantage, Express and IBM Cloud are registered trademarks of IBM Corporation in the United States, other countries, or both.
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Other company, product, and service names may be trademarks or service marks of others.

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**Terms of use**

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

**IBM United States**