

# IBM Transparent Supply, an application of IBM Supply Chain Intelligence Suite, provides expert remotely delivered onboarding services for users who want to join the IBM Food Trust network

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## Overview

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### IBM<sup>®</sup> Transparent Supply

Transparent Supply, an application of Supply Chain Intelligence Suite, is a data sharing platform, built on blockchain technology. Transparent Supply provides good-specific transparency across multiple supply chain partners. Key features include product traceability, supply chain transparency, document sharing and management, user management, uploading and accessing of event and transaction data, and work queues.

For information about IBM Supply Chain Intelligence Suite, see the [Description](#) section.

### IBM Food Trust<sup>™</sup>

Food Trust, an implementation of Transparent Supply, connects participants across the food supply through a permissioned, permanent, and shared record of food system data. It helps network participants create transformative business results that can increase food safety and freshness, unlock supply chain efficiencies, minimize waste, and enhance brand reputation.

### Remotely delivered onboarding services for Transparent Supply and Food Trust

Transparent Supply delivers expert services to accelerate user onboarding to the Food Trust network. Product subject matter experts deliver the services remotely or virtually. Services include a maximum of two, two-hour live sessions. Services must be used within 90 days of purchase.

The services engagement includes the following set of activities for one Food Trust participant. Each network participant uploading data to Food Trust requires a separate onboarding engagement. For a coordinated engagement with multiple participants, a scope of work statement is required.

- Assist the organizations with the registration of one product and its related facilities in Food Trust
- Assist in the setup of one Transparent Supply organization for Food Trust
- Meet with the organization to assist in defining a Supply Chain Process Map in Transparent Supply for one product

- Provide an overview of the process to upload data to Food Trust through the web form for the product defined for this engagement
- Provide an overview of the process to validate a product trace through the Trace module in Food Trust.
- Provide details on how to access Food Trust self-help and how to engage IBM Support subject matter experts for assistance

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## Key requirements

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Supply Chain Intelligence Suite is a cloud service on the IBM Cloud<sup>(R)</sup>. IBM provides all of the infrastructure and support for running the shared technologies and applications in the suite. An internet connection and a supported web browser is required.

A sufficient number of Supply Chain Intelligent Suite App Points are required to use Transparent Supply.

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## Planned availability date

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March 22, 2022

Availability within a country is subject to local legal requirements.

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## Description

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Supply Chain Intelligence Suite is an integrated solution of shared, common services and applications that brings together multiple data sources across the supply chain to enable AI insights and intelligence to drive decisions.

For the latest information, see the following:

- [IBM Supply Chain Intelligence Suite](#) website
- [IBM Supply Chain Intelligence Suite](#) solution brief

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### Accessibility by people with disabilities

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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.

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## Reference information

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For information about IBM Supply Chain Intelligence Suite, see Software Announcement [221-133](#), dated September 14, 2021.

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## Program number

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Program number	VRM	Program name
5900-AIQ	Cloud service	IBM Supply Chain Intelligence Suite

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## Publications

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Documentation for Transparent Supply and Supply Chain Intelligence Suite can be accessed in [IBM Documentation](#).

Documentation for Food Trust can be accessed in [IBM Documentation](#).

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## Services

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### **IBM Systems Lab Services**

Systems Lab Services offers global infrastructure services to help build hybrid cloud and enterprise IT solutions. From servers to storage systems and software, that include IBM Power<sup>(R)</sup> servers, IBM Storage systems, IBM Z<sup>(R)</sup>, and IBM LinuxONE, Systems Lab Services can help deploy the building blocks of a next-generation IT infrastructure to empower a client's business.

To learn more, see the [IBM Systems Lab Services](#) website.

### **IBM Consulting**

IBM Consulting brings together extensive business expertise and an ecosystem of technologies that help solve some of the biggest problems faced by organizations. With an integrated approach grounded in an open and flexible hybrid cloud architecture, and by leveraging technology from IBM Research<sup>(R)</sup> and IBM Watson<sup>(R)</sup> AI, IBM Consulting helps organizations accelerate change and solve business challenges.

For additional information, see the [IBM Consulting](#) website.

### **IBM Technology Support Services (TSS)**

Get preventive maintenance, onsite and remote support, and gain actionable insights into critical business applications and IT systems. TSS offers extensive IT maintenance and support services that cover products from IBM and OEMs, including servers, storage, network, appliances, and software.

For details on available services, see the [Technology support for hybrid cloud environments](#) website.

### **IBM Expert Labs**

Expert Labs specialists can help clients accelerate their projects and optimize value by leveraging their deep technical skills and knowledge. Through their deep alignment with IBM product development and with more than 20 years of industry experience, these experts know how to overcome big challenges and deliver business results.

For additional information, see the [IBM Expert Labs](#) website.

### **IBM Security<sup>(R)</sup> Expert Labs**

With extensive expertise in IBM Security software solutions, Security Expert Labs helps clients and partners modernize the security of their applications, data, and workforce. Remote and on-premises software deployment assistance is available for IBM Cloud Pak<sup>(R)</sup> for Security, IBM Security QRadar<sup>(R)</sup>/QRoC, IBM Security SOAR/Resilient<sup>(R)</sup>, IBM i2<sup>(R)</sup>, IBM Security Verify, IBM Security Guardium<sup>(R)</sup>, and IBM Security MaaS360<sup>(R)</sup>.

For additional information, see the [IBM Security Expert Labs](#) website.

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## Technical information

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### **Specified operating environment**

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## **Software requirements**

Supply Chain Intelligence Suite requires an internet connection and a supported web browser.

Information about how to access Supply Chain Intelligence Suite can be found in [IBM Documentation](#).

## **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](#).

## **Additional IBM support**

### **IBM Client Engineering for Systems**

Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. For more information, see the [IBM Client Engineering for Systems](#) website.

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## **Planning information**

### **Packaging**

Not applicable

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### **Security, auditability, and control**

Supply Chain Intelligence Suite provides the security and auditability features required for remotely accessible software. The IBM data security and privacy principles for cloud service are available at the [Cloud Services data security and privacy](#) website.

The client is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## **Ordering information**

For ordering information, consult your IBM representative or IBM Business Partner, or go to the [Passport Advantage<sup>\(R\)</sup>](#) website.

This program is available only through Passport Advantage.

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**

#### **IBM Supply Chain Intelligence Suite (5900-AIQ)**

<b>Part description</b>	<b>Part number</b>
IBM Supply Chain Intelligence Suite Virtual Guided Onboarding Add-on Engagement Remotely Delivered Service	D09VBZX

**Note:** The offerings in this announcement may not be available for purchase in all countries in your geographical area. Purchase availability can be affected by multiple factors that include support and service availability and government regulations. The country information provided is not comprehensive. Consult with your IBM representative or IBM Business Partner for availability information in your area.

### Charge metric

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

Program identifier	Service Description document title	Service Description document number
5900-AIQ	IBM Supply Chain Intelligence Suite	<a href="#">i126-9255</a>

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.

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### Terms and conditions

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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 Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage<sup>(R)</sup> 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

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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

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

Program identifier	Service Description document title	Service Description document number
5900-AIQ	IBM Supply Chain Intelligence Suite	<a href="#">i126-9255</a>

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

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

### Money-back guarantee

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No

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### **Volume orders (IVO)**

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No

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### **Passport Advantage applies**

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Yes. Information is available on the [Passport Advantage<sup>\(R\)</sup>](#) and [Passport Advantage Express](#) website.

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### **Educational allowance available**

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No

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## **Statement of good security practices**

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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**

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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<sup>\(R\)</sup>](#) 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.

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### **IBM Global Financing**

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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.

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## Order now

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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](mailto:askibm@ca.ibm.com)<sup>(R)</sup>

For IBM Business Partner: [pwcs@us.ibm.com](mailto:pwcs@us.ibm.com)

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

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## Regional availability

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American Samoa, Guam, Marshall Islands, Federated States of Micronesia, Northern Mariana Islands, Palau, Puerto Rico, United States, and US Virgin Islands

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