

# PartnerWorld Contact Services... We're here to Help



**P**artner  
**W**orld  
**C**ontact  
**S**ervices

Support for nearly 40,000 Business Partners in over 100 European countries

Emeapw@uk.ibm.com

**Your first point of contact**

- Training
- Internet
- Marketing
- On Demand
- Tech Support
- Tools
- Communications

How to join PartnerWorld

[ibm.com/partnerworld](http://ibm.com/partnerworld)

PartnerWorld Program

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# PartnerWorld Home Page

www.ibm.com/partnerworld

IBM PartnerWorld >

## PartnerWorld®



Click "Join PartnerWorld" to begin the registration process

### Why join PartnerWorld?

Gain access to the best solutions, offerings, and skills to help you win in the marketplace.

- Quick and easy Web access to valuable IBM benefits and resources
- Competitive advantage in industries, services and solutions
- Increased opportunity to generate awareness and leads
- Teaming for success to deliver the expertise to meet client needs

[Learn more](#)

Already a member of PartnerWorld? [Sign In](#) for member resources.

### Membership

- [Join PartnerWorld](#)
- [Member sign in](#)
- [Forgot your password?](#)
- [Need assistance?](#)

### Work with Business Partners

- [Find a Business Partner](#)
- [Find a solution](#)

### Executive corner

### Feature event

June 10-14, 2007 | Orlando, FL  
 IBM Rational Software Development Conference 2007

### Industries



### SMB



# Joining IBM PartnerWorld – page 1

## Join IBM PartnerWorld

PartnerWorld is IBM's program for providing education, enablement, marketing and sales aids for Business Partners interested in selling IBM products, services and solutions.

### Register your company for membership

1. First: Register for an [IBM ID](#). if you don't yet have one. An IBM ID is used to sign into the PartnerWorld Web site, PartnerWorld Training System and future IBM Business Partner applications.
2. If you are registering **your company** in PartnerWorld for the first time, you'll be asked to sign the PartnerWorld Agreement. You can preview the [PartnerWorld Agreement](#) before beginning the application process.
3. **APPLY HERE** [to join the PartnerWorld program](#). You'll be asked to sign the PartnerWorld agreement and to complete basic information about:
  - Your company's headquarters location in your country
  - You as an individual and as the Primary Relationship Contact (PRC).

Step 1 – Create an IBM ID and PW

Step 2 - Register your company for membership in the programme

# Creating an IBM ID and PW – page 1

## My IBM profile

### Profile summary

Here is your current ibm.com profile information. Update your preferences, interest areas, personal information, support and other IBM profiles, as needed.

If you would like to reset your profile and start over, clear your profile now.

→ [Clear your profile](#)

If you have no further profiling tasks to perform, continue to explore ibm.com.

→ [Exit the profile summary](#)

Preferred language for profiling:

### My IBM

Welcome

→ [Sign in](#)

→ [Register](#)

Choose your language

Click Register to fill out the registration profile

### User information

If you have already registered, please sign in.

→ [Sign in](#)

If you have not registered, protect your information with a unique IBM ID and password by registering now.

→ [Register](#)

# Creating an IBM ID and PW – page 2

acceptable as a password, see [guidelines for IBM IDs and passwords](#).

\* **IBM ID:**

[Why do I have to provide an email address as my IBM ID?](#)

\* **Password:**   
(Minimum 8 characters)

\* **Verify password:**

---

Please enter a security question that only you can answer. Then, enter the answer to the question. Occasionally, you may be asked to answer this question to confirm your identity. Enter a question that is simple to answer and is easy to remember.

\* **Security question:**

\* **Answer to security question:**

---

\* **Email:**

---

Select the country of your residence to set warranty. [Learn more](#)

\* **Country/region of residence:**  
Please select country

---

Your preferences and interests will be associated with your identification information so we can continue to personalize your experience when you visit IBM.COM sites. If you do not want us to associate your information, please check this box.

Please do not associate my preference and interest with my identification information.

Choose an IBM ID – this must be an e-mail format

Choose a password (minimum 8 characters)

Re enter your password

Choose a security question – this is used in case you forget your password

Enter the answer for the security question

Enter your e-mail address

Choose your country of residence

Click continue to move to the second page of registration

## Creating an IBM ID and PW – page 3

the window or browser session that is displaying this page.

### User information

Preferred language:  (for marketing communications)

Salutation:

\* First name:

Initials:

\* Last name:

Suffix:  (e.g. Jr., Sr.)

Daytime phone:  Ext:

Evening phone:

Fax number:

Cell number:

Pager number:  Pin:

Job title:

**Only 2 mandatory fields on this page and they are marked with \***

Enter your first name

Enter your last name

***Click submit at the bottom of the page***

## Creating an IBM ID and PW – page 4

### My IBM registration

Thank you for registering with ibm.com. Continue to explore ibm.com as a registered user.

 Continue

***Click continue to be taken back to the Join PartnerWorld Page***

## How to join PartnerWorld – step 2

### Register your company for membership

1. First: Register for an [IBM ID](#), if you don't yet have one. An IBM ID is used to sign into the PartnerWorld Web site, PartnerWorld Profiling System and future IBM Business Partner applications.
2. If you are registering **your company** in PartnerWorld for the first time, you'll be asked to sign the PartnerWorld Agreement. You can preview the [PartnerWorld Agreement](#) before beginning the process.
3. **APPLY HERE** [to join the PartnerWorld program](#). You'll be asked to sign the PartnerWorld agreement and to complete basic information about:
  - ◊ Your company's headquarters location in your country
  - ◊ You as an individual and as the Primary Relationship Contact (PRC).

For help, see the [PartnerWorld Profiling System User Guide](#).  
Upon approval, your company's PartnerWorld membership will be confirmed via email. Please allow up to 2 days for approval.

Click here to read the terms and conditions of the PartnerWorld agreement

Click here to open the PartnerWorld Profile System pages

## Sign in

Please enter your IBM ID and Password in the sign in area below. If you are not currently registered with our site please [register now](#).

IBM ID:

Password:



[→ Forgot your IBM ID?](#)

[→ Forgot your password?](#)

[→ Change password](#)

Enter the IBM ID and PW that you have just created and click submit

PartnerWorld Profile ✓

## Worldwide enterprise

[Create a worldwide enterprise](#)

Click to create a worldwide enterprise

## Worldwide Enterprise Page 1

### Worldwide enterprise

The first location you provide must be your Headquarters location for the Country where you do business. You can later add additional locations within the country.

Return to this [link](#) after you complete your PartnerWorld profile if you want further information on adding products to an existing hardware agreement.

[Read and print \(if required\) the PartnerWorld Agreement. You MUST accept the PartnerWorld Agreement to be approved for the PartnerWorld program.](#)

You accept the terms of the agreement for the legal entity of which you are a part by clicking on the "I agree" button. By doing so, you agree that you have read and agree to the terms and conditions of the IBM PartnerWorld agreement and that you are authorized to execute contracts for the legal entity of which you are a part. Acceptance of the terms, together with the completion of the registration process, constitutes application for participation in PartnerWorld.

Acceptance of the PartnerWorld agreement by IBM is contingent on acceptance of your PartnerWorld application by IBM. The terms of this agreement are not in effect until you receive written notification from IBM of the acceptance and activation of your PartnerWorld membership.

You accept the terms of the agreement for the legal entity of which you are a part by clicking on the "I agree" button. By doing so, you agree that you have read and agree to the terms and conditions of the IBM PartnerWorld agreement.

Select country of residence

... Select one ...

Read the PW agreement if not already done so earlier

Choose country of residence and "I agree" to the terms and conditions of the PW agreement

# Worldwide Enterprise – page 2

Worldwide enterprise ID 61r64

Company full legal name \*

Doing business as name

Country United Kingdom

Company URL \*

Please select all the business models that are appropriate for your company. They include: Consultant or Systems Integrator, Distributor, Education Provider, Independent Hardware Vendor, ISV, Reseller, Service Provider.

\*\*Multi-select list (press and hold the CTRL key while selecting/deselecting values)

Business model \*

- Consultant or Systems Integrator
- Distributor
- Education Provider
- Independent Hardware Vendor
- ISV

Business model products \*

- xSeries/IntelliStation
  - Servers IntelliStation
  - eServer BladeCenter/eServer xSeries
- Printer
- Hardware
  - System i
  - System z
  - System x
  - System p
- Microelectronics
- Software
  - Tivoli
  - Rational
  - DB2 Information Management
  - WebSphere
  - Lotus
  - Workplace
- Storage
- PLM Software Solutions
- Lenovo PCs
  - Monitors
  - Desktops
  - Notebooks/Mobile Products
  - Accessories
- Services
- Point of Sale Systems

# 6 mandatory fields on this page—all marked with \*

**Publish Information**

Publish information to Business Partner directories

Publish Information to Other Business Partners \*

... Select one ...

Publish Information to Customers \*

... Select one ...

- Company Full Legal Name
- Company URL – must begin with http://
- Business Model – what sort of company you are – Reseller etc
- Business Model Products – what products you resell
- Publish information to Other Business Partners – whether you want your details to be published on Business Partner Connections for other BPs to see
- Publish information to Customers - whether you want your details to be published on Business Partner Connections for customers to see

**Click Next after inputting all the information**

# Worldwide Enterprise – page 3

## Worldwide enterprise

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Type of Industry \*

Telecommunications

HQ Allocation for Telecommunications

Telecommunications NetGen

Wireline

Wireless

Broadband

Computer Services

HQ Allocation for Computer Services and Professional Services

DP Education

CSI Selected Accounts

Outsourcing

Computer Maintenance Services

Computer Services NetGen

Prepackaged Software

Business Recovery Services

System Integration

Computer Leasing and Rental

Professional Services

Management Consulting

Business Services

Legal Services

Professional Services NetGen

Accounting and Auditing

Marketing Public Opinion Research

Consumer Products

HQ Allocation for CP and Wholesale Distribution Services

CP- General Processing

CP- Food Manufacturing

Consumer Products NetGen

CP- Beverages Tobacco

CP- Household/Health Beauty

Education

HQ Allocation for Education

Higher Education

Basic/Secondary Education

Education NetGen

**Here you are required to enter the types of industry that you work in**

***Click Next after choosing the industries***

# Worldwide Enterprise – page 4

# 6 mandatory fields on this page—all marked with \*

**Company location address**

Address line one \*

Address line two

City \*

Country \* United Kingdom

State/Province ... Select one ...

Zip/Postal code \*

---

**Billing address**

This area is currently empty. If you wish to add information, click the button below.  
 Click here to complete billing address if different from the company location address

[Add this information](#)

---

**Shipping address**

This area is currently empty. If you wish to add information, click the button below.  
 Click here to complete shipping address if different from the Company Location Address

[Add this information](#)

---

**Mailing address**

This area is currently empty. If you wish to add information, click the button below.  
 Click here to complete mailing address if different from the company location address

[Add this information](#)

Phone \*

---

**Other information**

Company email address

Federal tax/GST/VAT ID \*

[Back](#) [Cancel](#) [Next](#)

- Address line 1
- City
- Country
- Zip/Postal Code
- Phone Number
- Federal tax/GST/VAT number

**Click Next after inputting all the information**

# Worldwide Enterprise – page 5

PartnerWorld Profile >

## Worldwide enterprise

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

**Choose the country of residence where the WorldWide Enterprise is located**

***Click Next after choosing the country***

# Worldwide Enterprise – page 6

## Employee Information

By completing this section, you or the person who completes it on your behalf agree that IBM may send you customized e-mails containing Business Partner focused information that is relevant to you job functions and interests, as well as the skills and PartnerWorld relationships of your company.

<input type="checkbox"/> Salutation	<input type="text"/>
<input type="checkbox"/> First Name *	<input type="text"/>
<input type="checkbox"/> Last name *	<input type="text"/>
<input type="checkbox"/> Suffix	<input type="text"/>
<input type="checkbox"/> Job title	<input type="text"/>
<input type="checkbox"/> Email address *	<input type="text"/>

## Opt in to receive PartnerWorld e-mails

Identify what communications you wish to receive from PartnerWorld (emails or newsletters) and your preferred formats (text or html). Primary Relationship Contacts cannot opt out of e-mails.

<input type="checkbox"/> Opt in to receive PartnerWorld e-mails	<input type="text" value="... Select one ..."/>
---	---

Note: If you are the Authorized Profile Administrator for your company, you will continue to receive information via e-mail related to the administration of your company's membership in the PartnerWorld program even if you opt out of e-mail communications generally. If you are the Primary Relationship Contact for your company, you will receive all types of communications from IBM PartnerWorld regardless of your selection above.

<input type="checkbox"/> Preferred email format	<input type="text" value="... Select one ..."/>
---	---

## 4 mandatory fields on this page—all marked with \*

- First name
- Last name
- E-mail address
- Preferred language – on next page

**As you are the person filling out the company profile you can not opt-out of receiving PartnerWorld mails**

# Worldwide Enterprise – page 6 continued

**Address**

This area is currently empty. If you wish to add information, click the button below.

Mailing address, if different from the Company Location Address

[→ Add this information](#)

**Employee Phone**

Area code and phone number

Extension

Employee Fax Number

---

Preferred language \*

Candidate ID for Certifications

**Privacy information**

We respect your privacy. If you are interested in receiving other communications beyond the scope of your company membership, please indicate.

This data may be used by IBM or selected organisations, such as Lenovo, to provide you with information about other offerings. To receive this via e-mail {or fax}, check the first box below. Alternatively, if you would prefer not to receive such information by any means, check the second box.

Please use e-mail or fax to send me information about other offerings.

Please do not use this data to send me information about other offerings.

By submitting this information you agree that IBM may process your data in the manner indicated above and as described in Privacy. [Link to privacy statement.](#)

**Candidate ID for Certifications is not a required field but if the employee has one they should enter it here**

**Click Next after inputting all the information**

## Worldwide Enterprise – page 7

### Worldwide enterprise

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the "Back" button on your browser to return to the previous page, or close the window or browser session that is displaying this page.

Executive

Marketing

Relationship Administration

Sales

Technical

Job function \*

#### Interest areas and newsletter subscription preferences

The information stored in this area is used for two purposes: 1) to create and manage your subscription preferences for PartnerWorld News and 2) to provide you with information of interest to you, when you opt-in to receive additional PartnerWorld e-mail communications. This enables you to receive information tailored only to your personal preferences.

This area is currently empty. If you wish to add information, click the button below.

You have not completed this information. Click the button below to add your interest information.

[→ Add this information](#)

[← Back](#) [✕ Cancel](#) [→ Save](#)

## 1 mandatory field on this page

▪ Job Function

Interest areas and newsletter subscription preferences are not mandatory but it is useful to enter this

**Click Save after inputting this information**

## Confirmation Number

Once you have clicked on save you will get a confirmation number – this is your proof that your application has been received

### Confirmation page

Your change request(s) was/were received for processing and will normally complete within the next two hours. The following is/are the change request number(s) for this transaction. Please retain this number for future inquiries about this transaction. If this is an application to join the PartnerWorld program, please allow 2 days for processing. Questions can be directed to PartnerWorld Contact Services

Confirmation number
61rba



Clicking on this sign on any page gives more

information regarding what is required to be filled in

# Worldwide Enterprise – page 5 continued

**Address**

This area is currently empty. If you wish to add information, click the button below.

Mailing address, if different from the Company Location Address

[→ Add this information](#)

**Employee Phone**

Area code and phone number

Extension

Employee Fax Number

Preferred language \*

Candidate ID for Certifications

**Privacy information**

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**Candidate ID for Certifications is not a required field but if the employee has one they should enter it here**

**Click Next after inputting all the information**

# Worldwide Enterprise – page 5 continued

**Address**

This area is currently empty. If you wish to add information, click the button below.

Mailing address, if different from the Company Location Address

[→ Add this information](#)

**Employee Phone**

Area code and phone number

Extension

Employee Fax Number

---

Preferred language \*

Candidate ID for Certifications

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**Click Next after inputting all the information**

# Worldwide Enterprise – page 5 continued

**Address**

This area is currently empty. If you wish to add information, click the button below.

Mailing address, if different from the Company Location Address

[→ Add this information](#)

**Employee Phone**

Area code and phone number

Extension

Employee Fax Number

---

Preferred language \*

Candidate ID for Certifications

**Privacy information**

We respect your privacy. If you are interested in receiving other communications beyond the scope of your company membership, please indicate.

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**Click Next after inputting all the information**