

Partnering to Win with IBM Software

Bruno Gonçalves

Channel Technical Professional for NE/SW

WebSphere Business Partners



Smarter software . . .



Knows & acts

Turn information into insight



Adapts

Increase agility



Connects

Connect & collaborate



Delivers

Enable business service and product innovation



Optimizes

Drive enterprise operations effectiveness and efficiency



Protects

Manage risk, security, and compliance

For the past 50 years, IBM has been delivering smarter software that is...

Fueled by Expertise

Software
Business
Industries

How it all connects
How to get real results

Over 4000 business analytics expert consultants
World's largest math dept.
World's largest middleware company

Built for Change

Open
Easily integrated
Flexible

Helping clients anticipate and lead change

100+ acquisitions
Contributes to over 150 open source projects
300 SOA patents

Ready for Work

Industrial-strength
Proven
Ready-to-scale

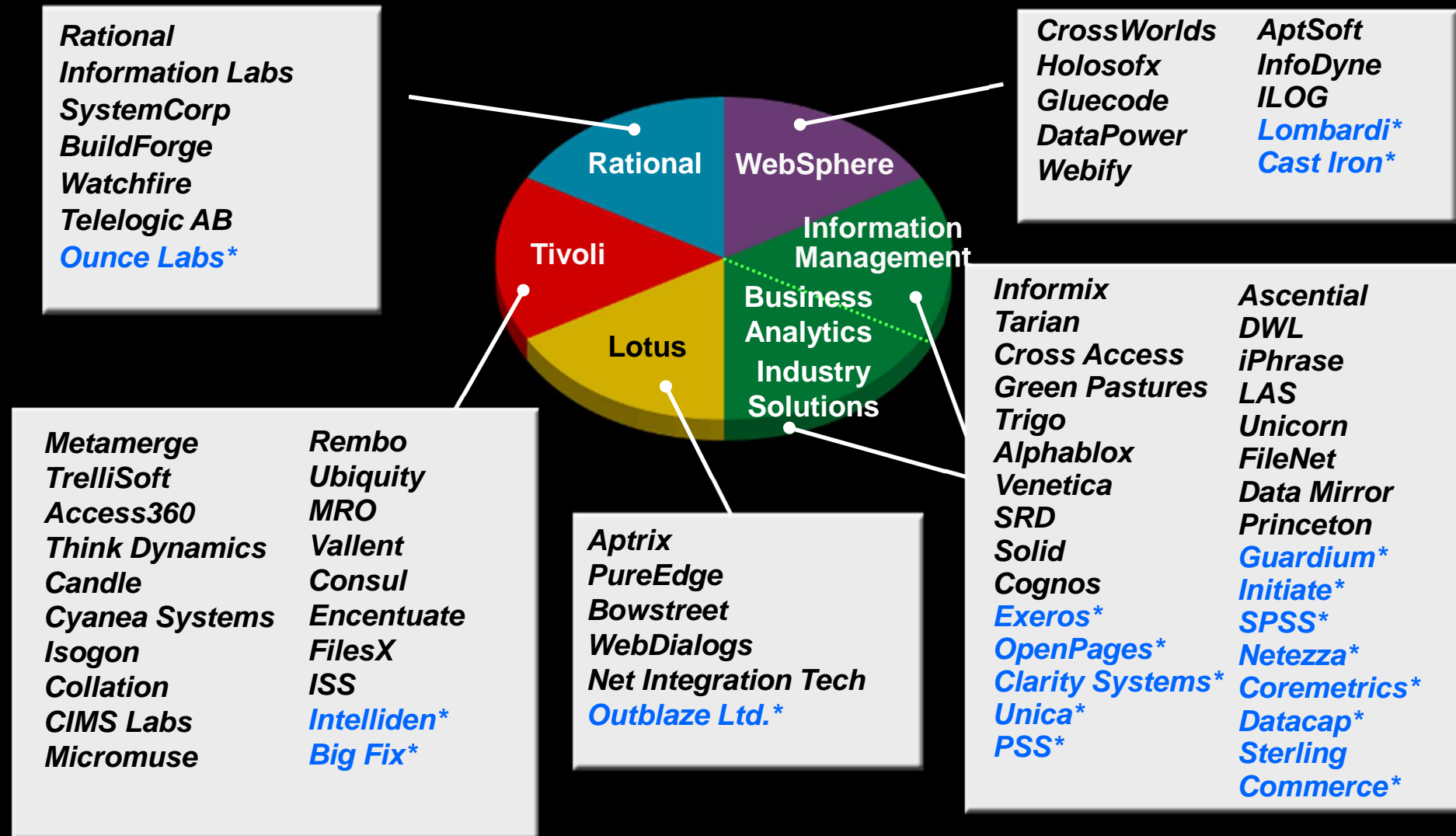
Dedicated to solving clients' challenges

60 laboratories WW practicing agile development
End user services support for 4.3M end users

IBM Software Channels



Expanding the IBM Software opportunity through high value acquisitions

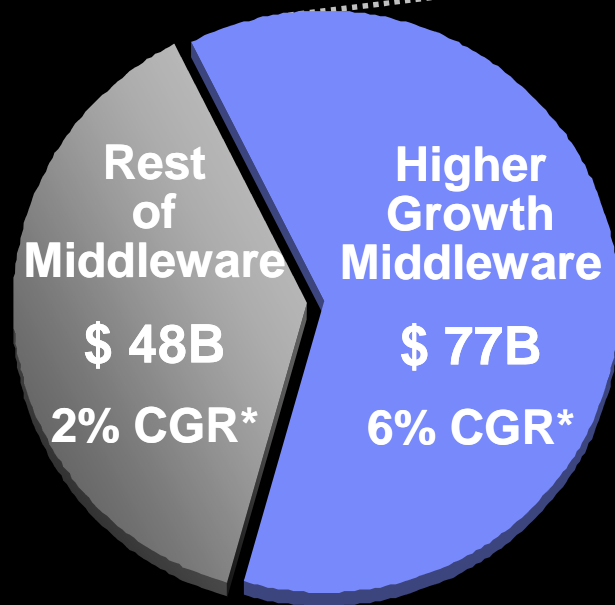


Increased Investment in Higher Growth Segments

2010 Middleware Opportunity

\$125B, CGR = 5%*

70% of R&D budget invested in higher growth segments



Higher Growth Product Segments	'09 – '15 CGR
Business Process Management	10%
Information Integration	8%
Master Data Management	7%
Business Analytics	7%
Enterprise Content Management	6%
Security Management	6%
Application & Integration Server	5%
Relational Database	5%
Systems Management	5%

IBM Supports you and your business end-to-end



“IBM’s Business Partner program is among the top few in the industry, if not the top program.”
Darren Bibby, IDC

\$1B IBM Software annual channel investment

Leading technology to build a smarter planet

Smarter Collaboration

to unlock the value in the passion and expertise of people to drive efficiency, deepen relationships, embrace change, and foster innovation.

Information On Demand

to unlock the business value of information for competitive advantage and establish Information agenda for smarter business outcomes

Service Management

to enable innovation by reducing operational labor, improving asset productivity and quality of service

**An open IT
architectural
foundation built on
SOA**

Business Analytics

to deliver complete, consistent and accurate information that decision-makers trust to improve Business Performance

Industry Solutions

to enable innovation by reducing operational labor, improving asset productivity and quality of service

Business Agility

to develop and rapidly deploy innovative business models with flexible, optimized processes

Software Lifecycle Management

to better govern the business process of software and systems delivery, enabling innovation at lower cost

- Over **26,000 software developers** within IBM
- Operations and clients in over **170 countries**
- **80+ labs** driving research and development
- Over **6 million developers** in ecosystem

Training and skill building

IBM Innovation Centers



Virtual Innovation Center



Virtual Loaner Program



- Access to specialists
- Technical Certifications
- Classes & seminars
- Lab experience
- Architect, design & code
- Port, test & validate

DeveloperWorks



Software Value Package



You Pass We Pay



Conferences



October 23-27, 2011
Mandalay Bay, Las Vegas

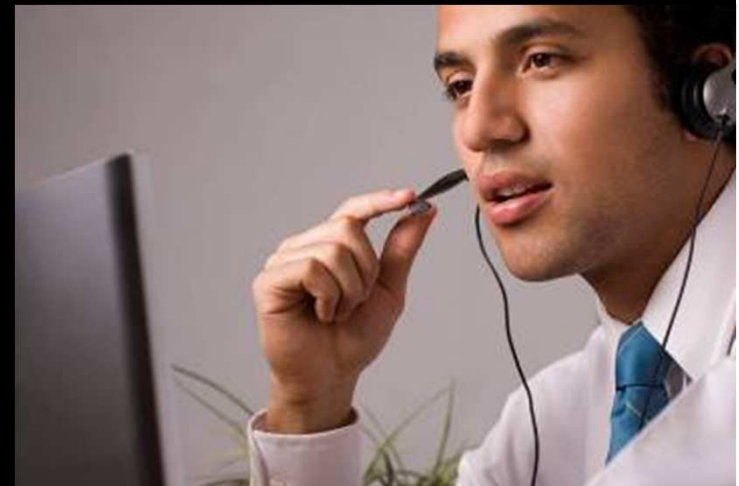
are you'll
January,
and Dolphin Resort
Orlando, FL, USA

Technical support

- Developer assistance
- Architectural consultations
- Sizing and configuration
- Integration and implementation
- Problem management resolution

Support how you need it

- Self help Q&A
- Online chat
- Virtual Mentoring



Demand generation for your solutions

Understand Your Market

- Market intelligence
- Industry insights
- Business listings

Create Awareness for Your Firm

- Internet search engine optimization
- Web content and online magazine syndication
- Web banner templates
- Demonstration tools



Amplify Your Success

- Client success stories
- Case studies
- IBM Business Partner Recognition Awards

Drive Demand & Nurture Leads

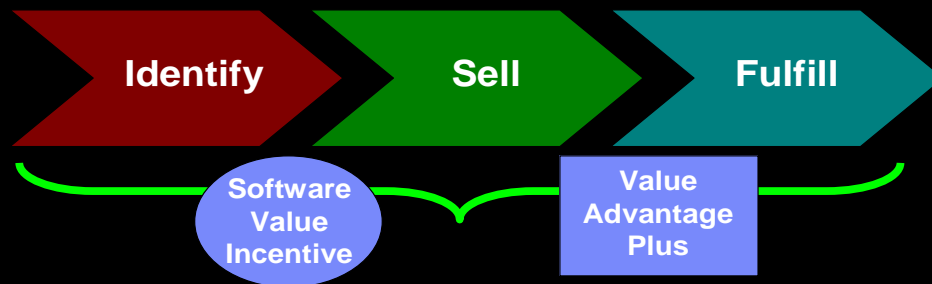
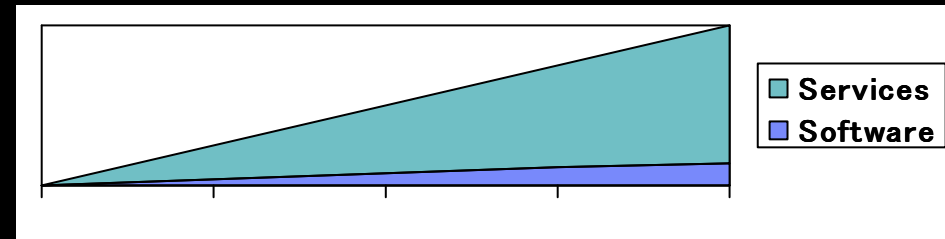
- Access to marketing specialists
- Packaged campaign content
- Direct mail, e-mail campaigns
- Telemarketing and teleboosting
- Event and meeting support
- Web conferencing packages
- Internet Campaign Tracking

Leverage discounts from Vendors and Co-funding to Reduce Expenses

New revenue streams for your business

Software Solutions Drive Services Opportunity

- Services opportunity averages 6X the value of the software revenue
- \$50K in IBM Software drives \$300K in Business Partner services



Influencing Software Sales Yields Profitable Incentives

- Get compensated for the software you influence with your clients
- Incentive models from IBM across identifying, closing, and fulfilling

New Technology Solutions Provide Complementary Revenue

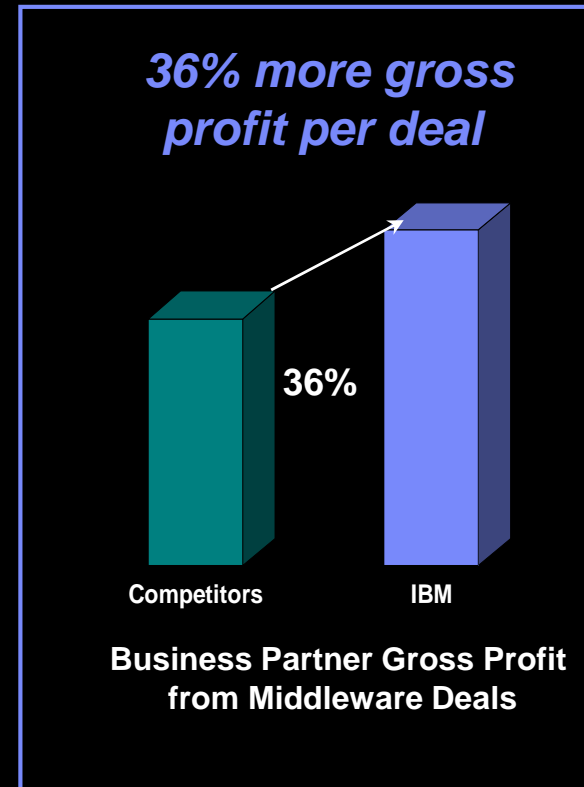
- Deploy appliances and provide training, management or services
- Deliver Cloud based SaaS solutions and generate revenue streams



IBM DataPower Appliances
IBM Smart Analytics Appliance
Tivoli Live
LotusLive
IBM BlueWorks Live!

Why IBM? Join the IBM Software Team TODAY and Increase your Profitability

- ✓ *IBM Software BPs have higher overall satisfaction than competitive partner programs*
- ✓ *Generate revenue from both new licenses & renewals*
- ✓ *Fee-free: no program enrollment fees*
- ✓ *IBM Software BPs earn 60% more associated revenue from hardware, services, and additional software than competitive partner programs*



Source: 2009 IBM Software BP Profitability Study, 2009 IBM BP Diagnostics Survey, Oracle web site

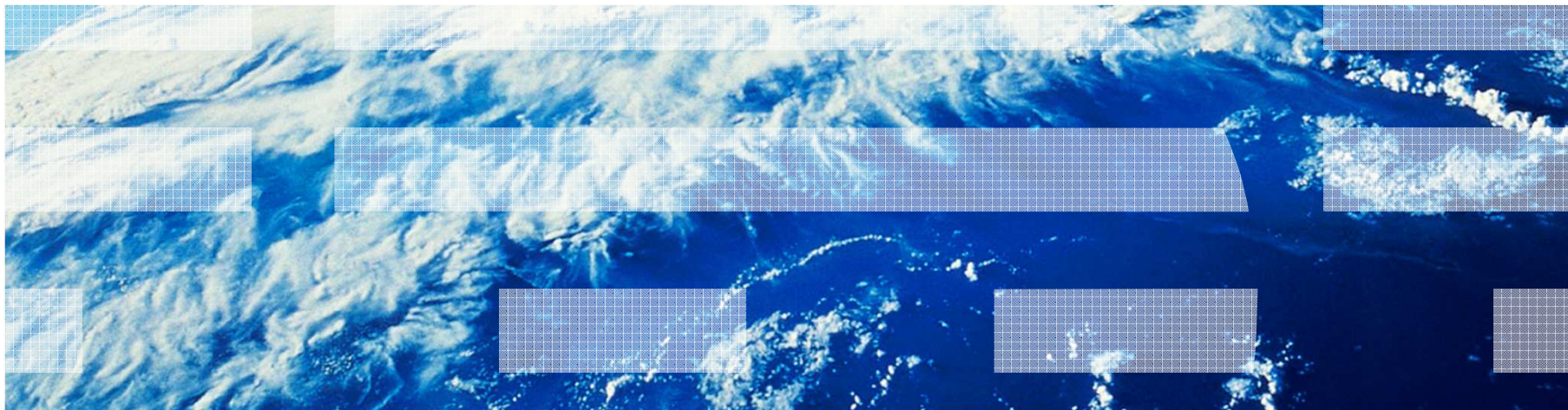
Building your relationship with IBM: Get started!

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2. Identify the right [IBM Software technologies](#) for you
3. Build your technical and sales skills [online](#) or [in person](#)
4. Develop your business [partner plan](#)
5. Create your demand generation and [marketing plan](#)

For more information go to ibm.com/partnerworld/software

La Disciplina del BPM: principal componente de gestión para La Dirección

Alex Gabarró Casals
IBM Software
agabarro@es.ibm.com



Barcelona, 20 de Septiembre de 2011

Los líderes saben que el éxito se basa en la agilidad

#1

La prioridad está en mejorar los procesos de negocio



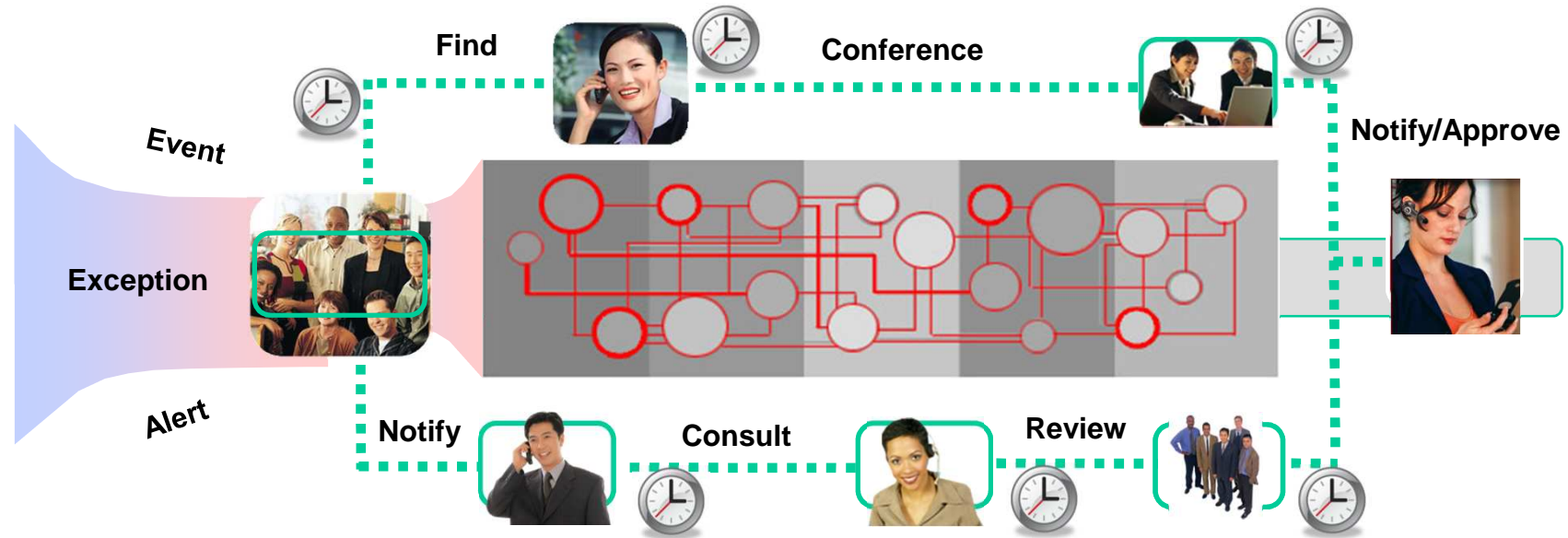
70%

de los CIOs dicen que la gestión de los procesos de negocio es la principal prioridad

.....de los procesos de negocio

Sources: Gartner EXP, 2009, IBM CIO Study, 2009

¿Cómo son las comunicaciones en el Negocio?



- **Latencia** desde la detección de un evento hasta la respuesta
- Los Procesos de Negocio **se paran** en puntos claves debido a la necesidad de intervención humana
- **Tiempo crítico gastado** en comunicaciones entre los usuarios y los que toman las decisiones
- Los Procesos son vulnerables a los **errores humanos**

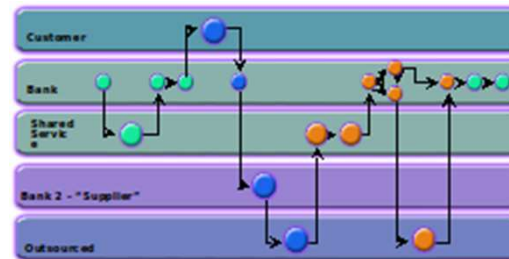
¿Qué es BPM?

Disciplina empresarial que toma la **INFORMACIÓN de los Procesos de Negocio** y la pone a disposición de usuarios y directores, con

el fin de eliminar las **INEFICIENCIAS**, reducir **COSTES** e impulsar la **PRODUCTIVIDAD**, acelerando la **INNOVACIÓN** y **OPTIMIZANDO** *el Negocio de forma CONTINUA*



- **Decisiones de manera automática sobre procesos en tiempo real y según las situaciones surgen.**

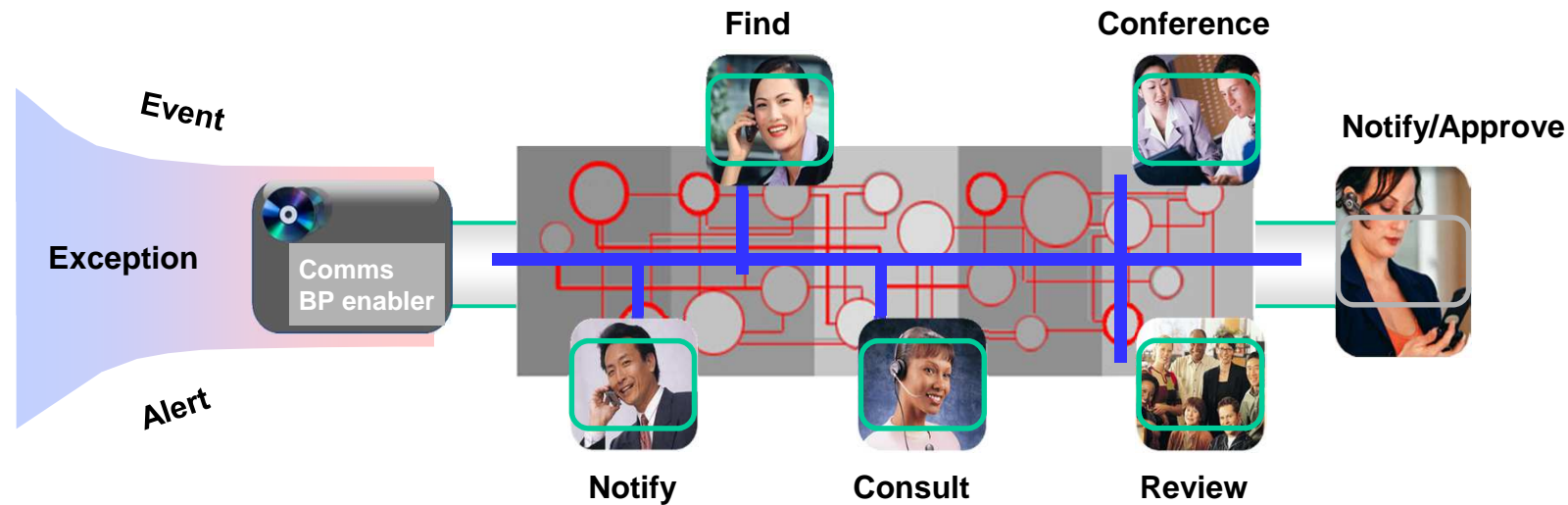


aporta VISIBILIDAD

y

AGILIDAD

BPM aporta VISIBILIDAD y AGILIDAD para trabajar de un modo MÁS INTELIGENTE

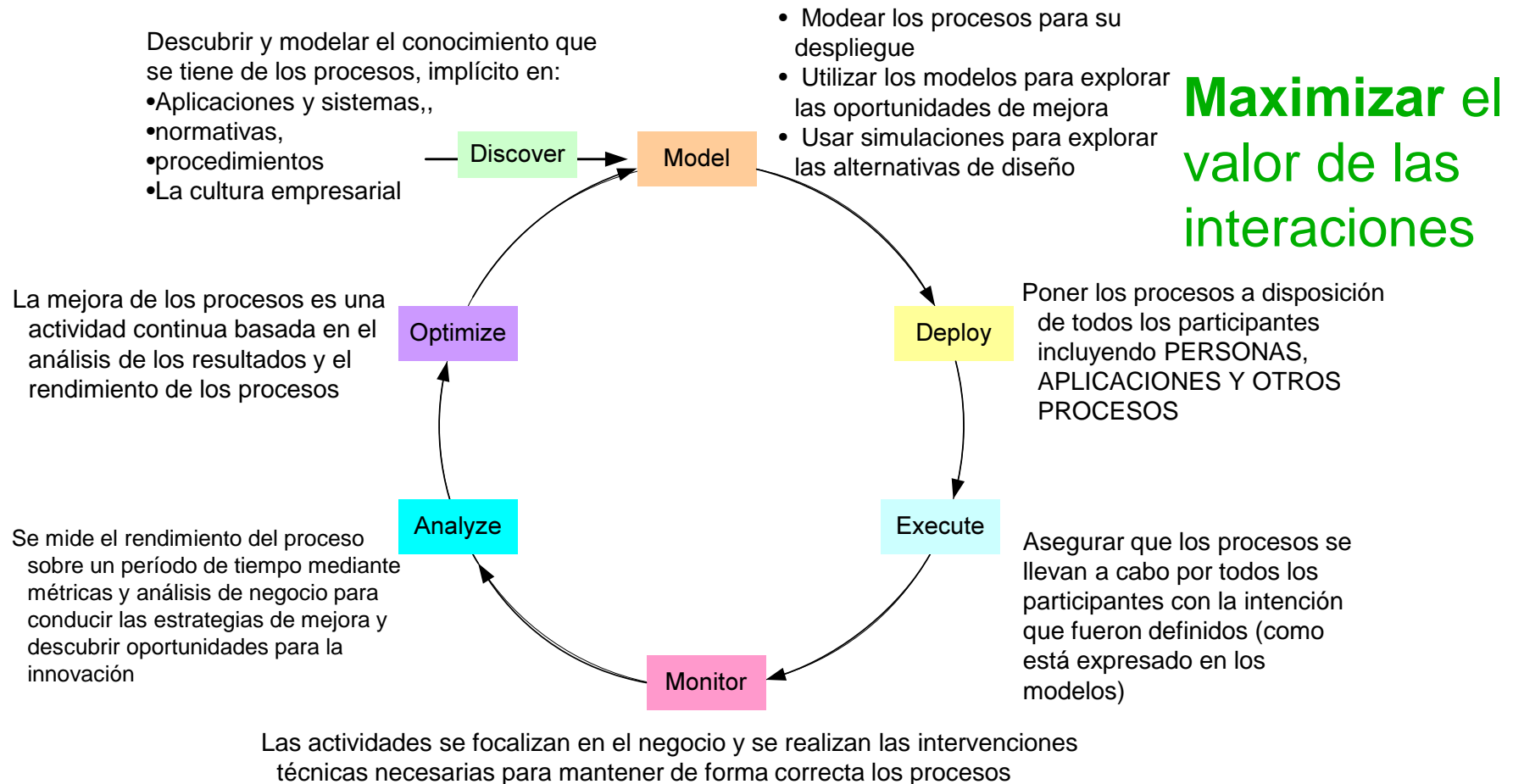


- El trabajo se prioriza y asigna **automáticamente**
- **Dirigido:** se guía al usuario en la toma de decisiones
- **Seguimiento:** acciones
- Visibilidad en **Tiempo real** y control del proceso
- Se reducen las excepciones en un 80%
- Se es más **eficiente**

¿Cómo se hace BPM?

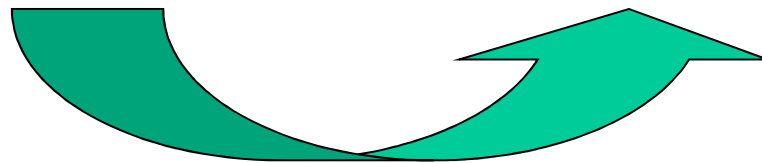
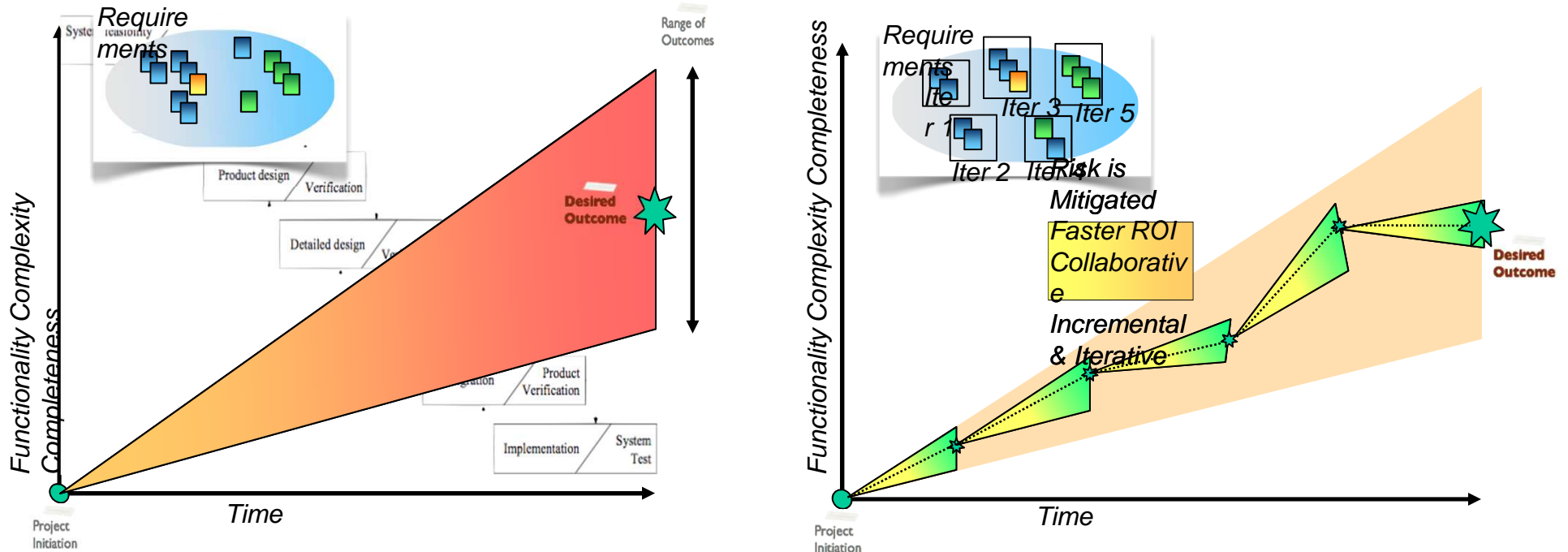
Business Process Management. Ciclo de Vida

Descubrir ideas que posibiliten la innovación

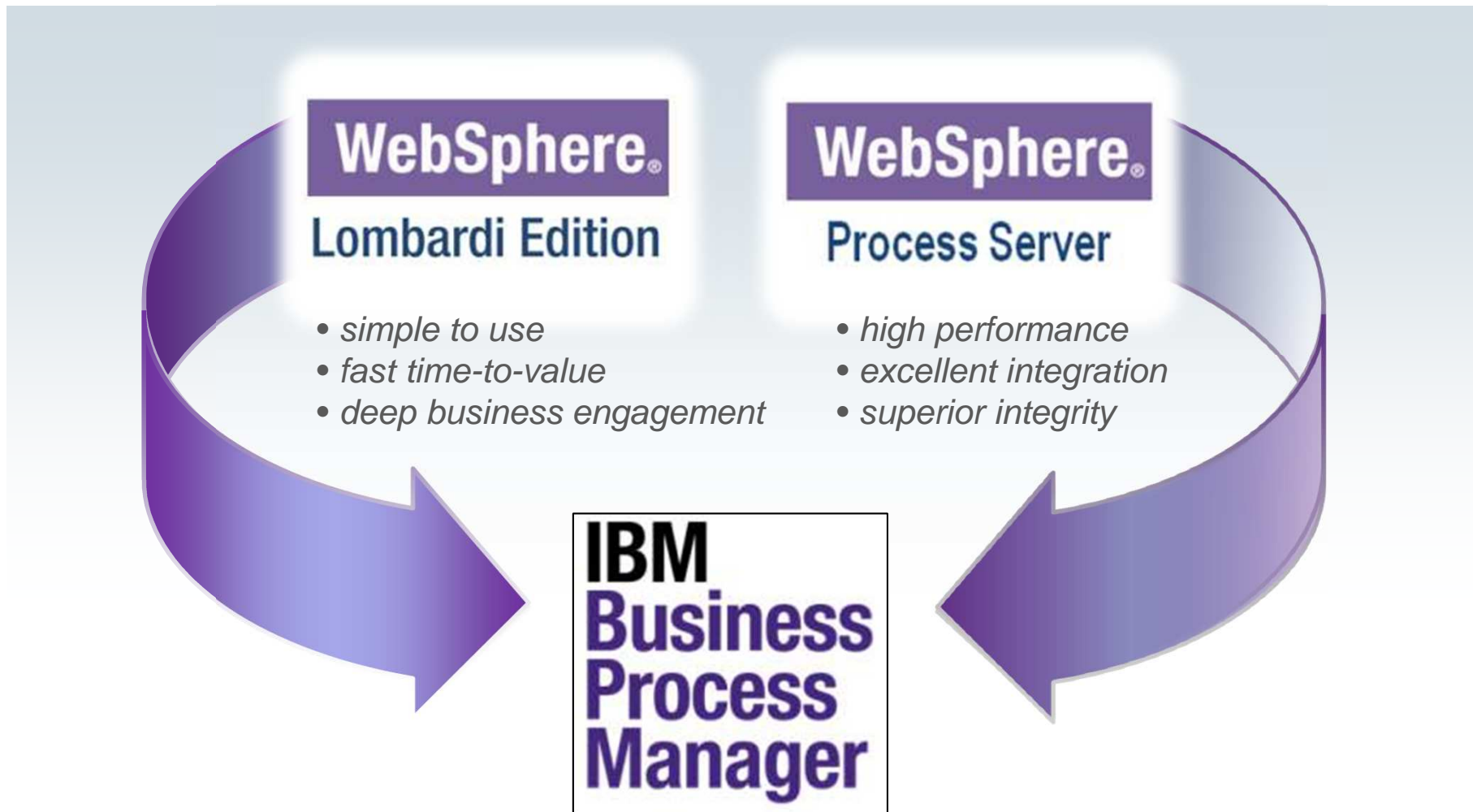


Optimizar la productividad y los recursos

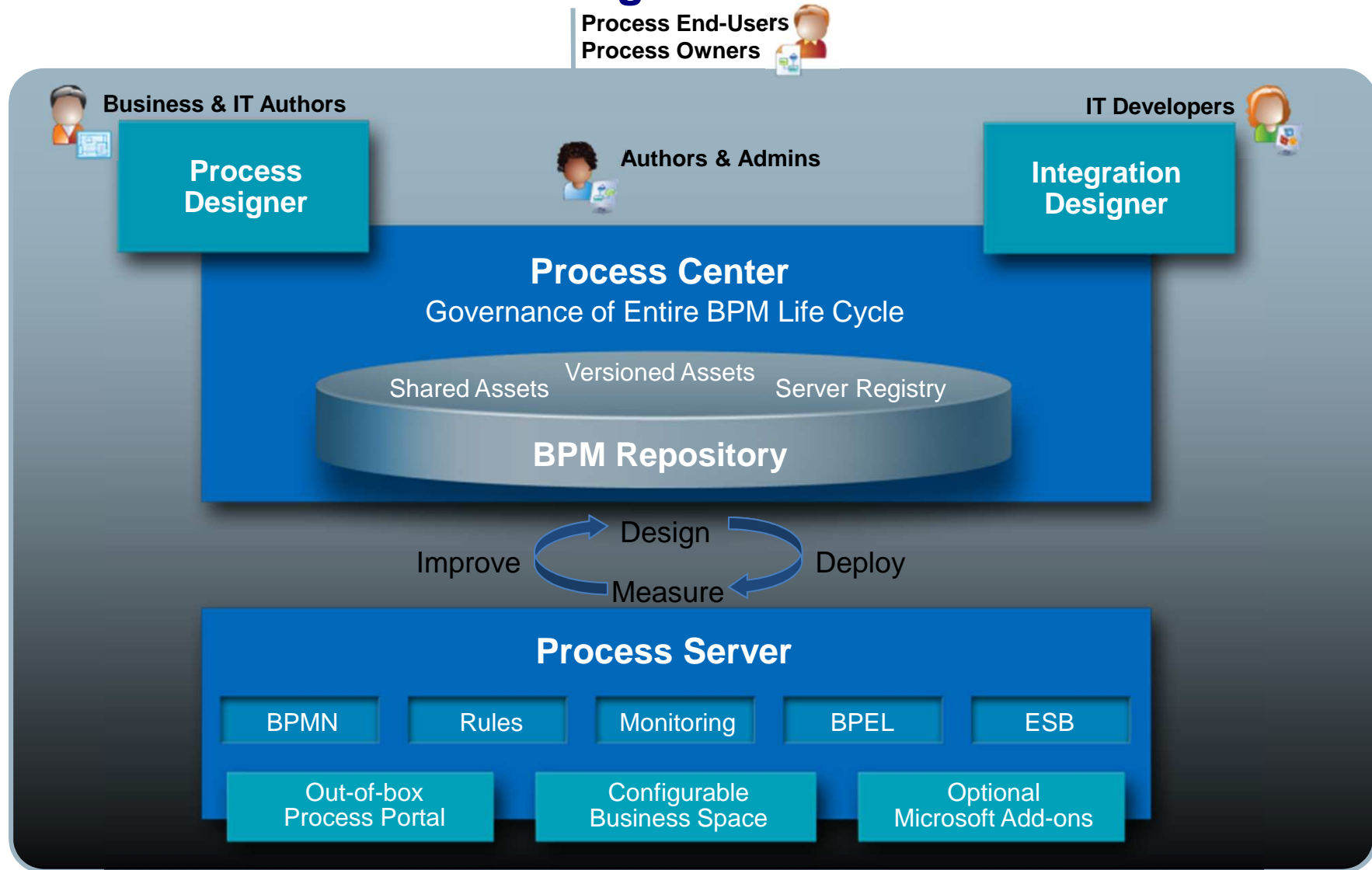
El Desarrollo Iterativo nos permite ser más eficaces y certeros



IBM Business Process Manager V7.5



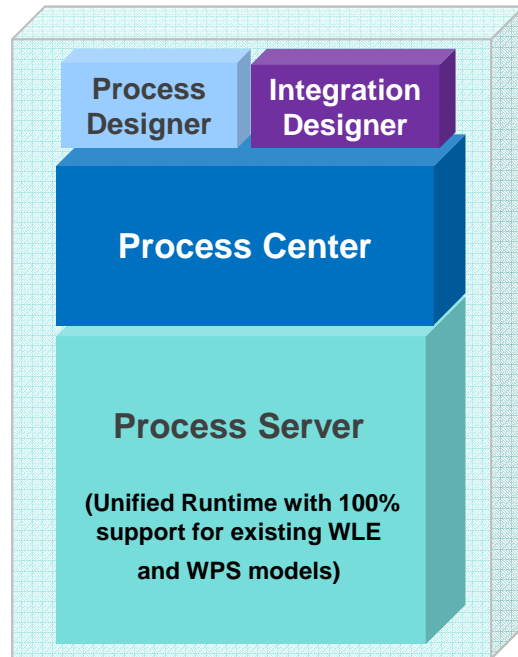
IBM Business Process Manager V7.5



<http://www.youtube.com/watch?v=x5aTm7tqXDY&feature=youtu.be>

IBM Business Process Manager.

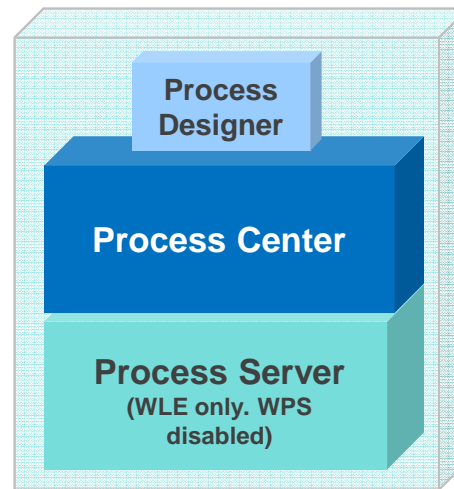
Advanced Configuration



Complete set of advanced BPM capabilities

- Includes standard BPM capabilities,
- Extended support for high-volume process automation, with high quality-of-service
- Built-in SOA components for extensive enterprise-wide service integration, orchestration

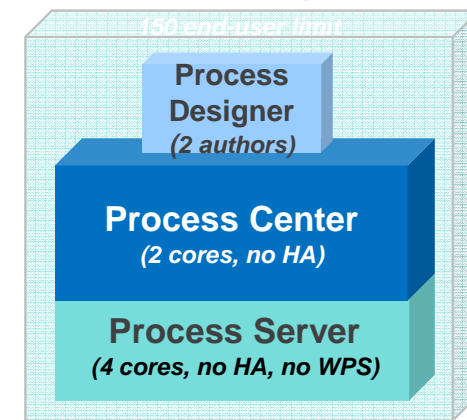
Standard Configuration



Configured for typical BPM projects, programs

- For multi-project improvement programs, with high business involvement
- Focus on improved workflow, productivity
- Includes basic system integration support
- Rapid time-to-value

Express Configuration



Configured for first BPM projects

- For small numbers of users – single server, no clustering
- Low entry price
- Easy to install, easy to use

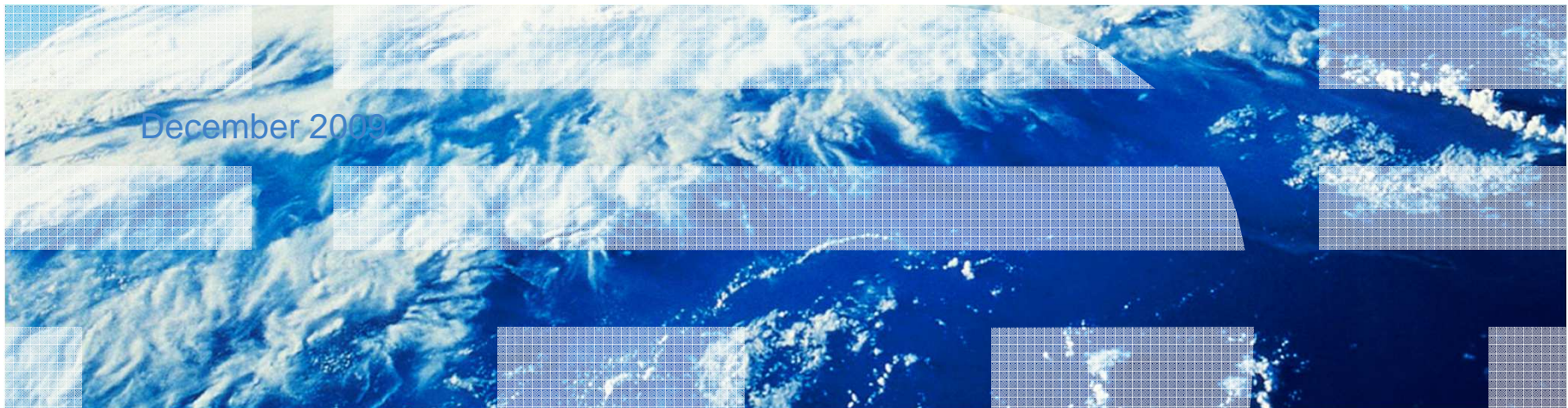
¿Por qué abordar un Proyecto de Optimización de Procesos?



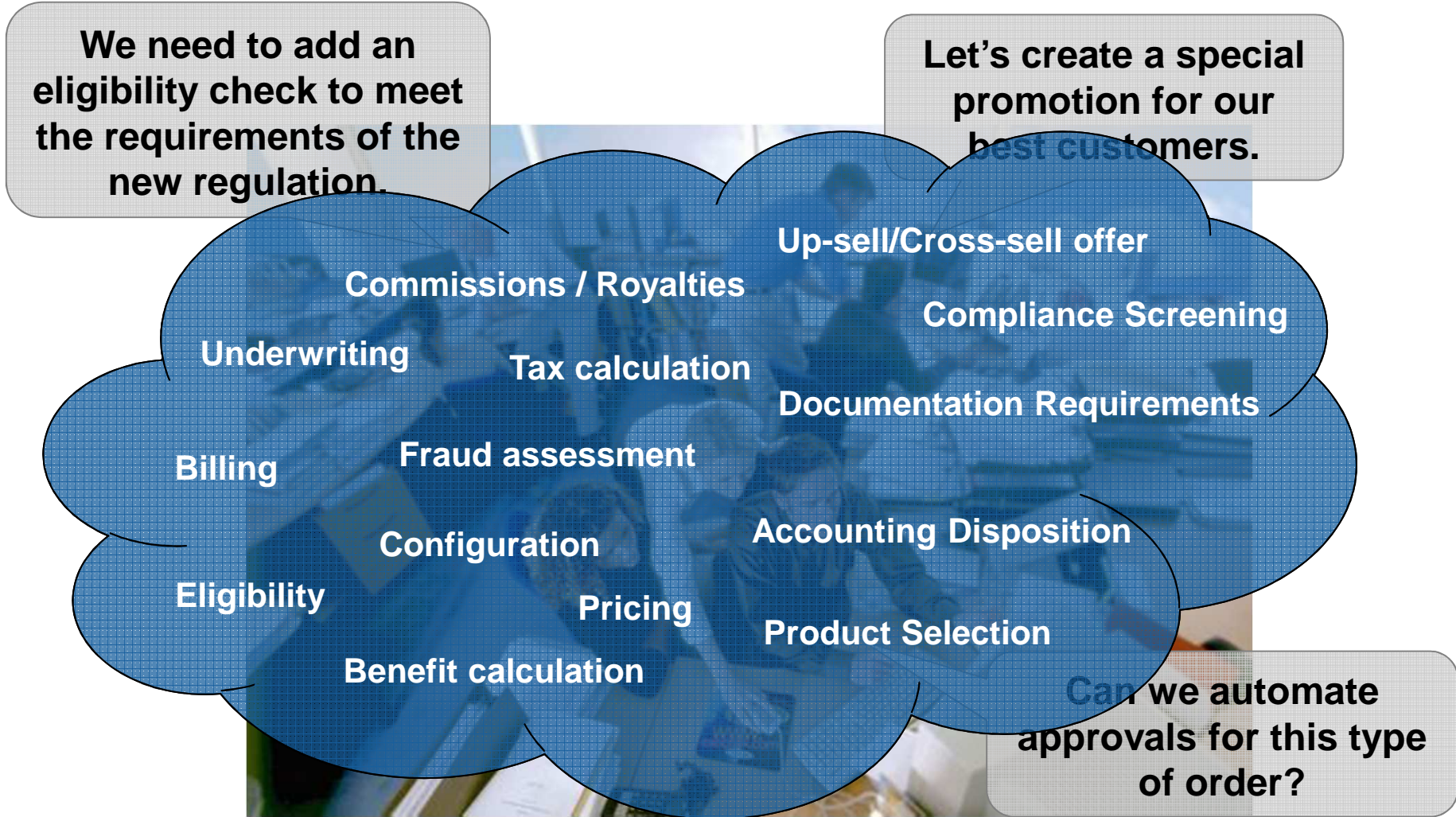
- **Para:**
 - reducir los Costes **OPTIMIZANDO LOS RECURSOS**
 - que las personas sean más **PRODUCTIVAS** y **RENTABLES**
 - reducir el riesgo financiero al obtener mayor **VISIBILIDAD** del Negocio
 - tener una mayor percepción del **CLIENTE**
- **Porque la Industria está abordando PROYECTOS de Optimización de Procesos**

*porque Racionalizar los Procesos de Negocio produce
BENEFICIOS*

WebSphere ILOG Business Rule Management System (BRMS) Overview



Business Decisions are Everywhere...



And They Change Frequently

Traditional Approach for Managing Decision Change

The traditional (ad hoc) approach of dealing with rule changes leads to...

- 💣 Reduced organizational agility
- 💣 Reduced employee productivity
- 💣 Increased load on IT

Where Business Rules Typically Exist

```

#ifdef __WIN__
/*
Before performing any socket operation (like retrieving hostname
in init_common_variables we have to call WSASStartup
*/
{
WSADATA WsaData;
if (SOCKET_ERROR == WSASStartup (0x0101, @wsaData))
/* errors are not read yet, so we use english text here */
my_message(ER_WSA_FAILED, "WSAStartup failed", MYF(0));
unreg_abort(1);
}
#endif /* __WIN__ */
if (init_common_variables(MYSQL_CONFIG_NAME,
                        argv, argv, load_default_groups))
unreg_abort(1); // Will do exit
init_signals();
if (!!(opt_specialflag & SPECIAL_NO_PRIOR))
my_thread_setprio(pthread_self(), CONNECT_PRIOR);
    
```

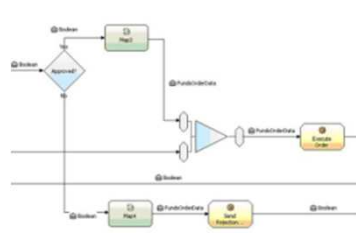
Applications



Documents



People



Processes

Issues

- Rules are hidden in code or isolated within the organization
 - Changes are hard to track and maintain over time
- Rules used by systems have to be programmed and require IT resources
- Duplication and multiple versions of the same rules
 - Lack of auditability, traceability
- Decision changes cannot be easily tested or simulated

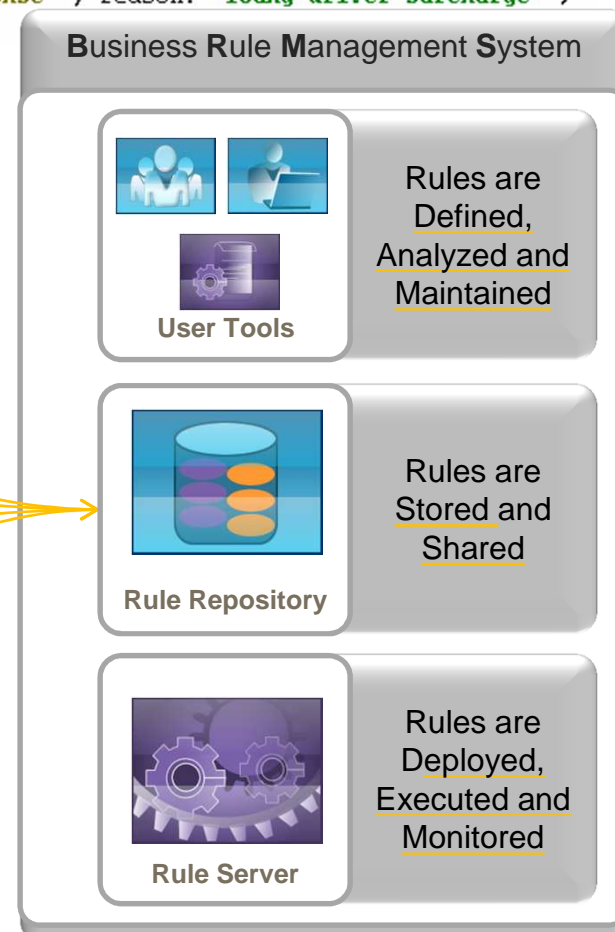
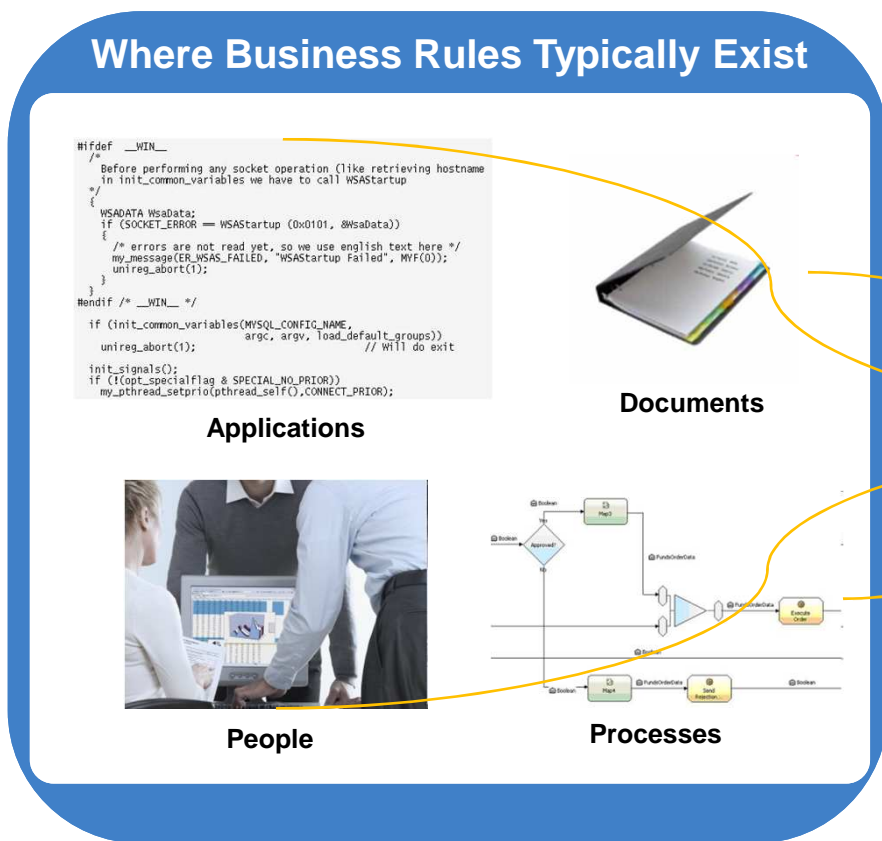
Manage and Automate Decision Logic with BRMS

- Eliminate decision silos
- Make decision logic accessible to Business and IT
- Implement fine-grained, context-specific logic

```

if
  all of the following conditions are true :
    - the age of the driver is between 18 and 21
    - the number of accidents the driver has been involved is at least 1
    - the number of traffic tickets the driver has received is at least 1

then
  add a $ 8 surcharge to 'Auto Quote Response' , reason: "Young driver surcharge" ;
  
```



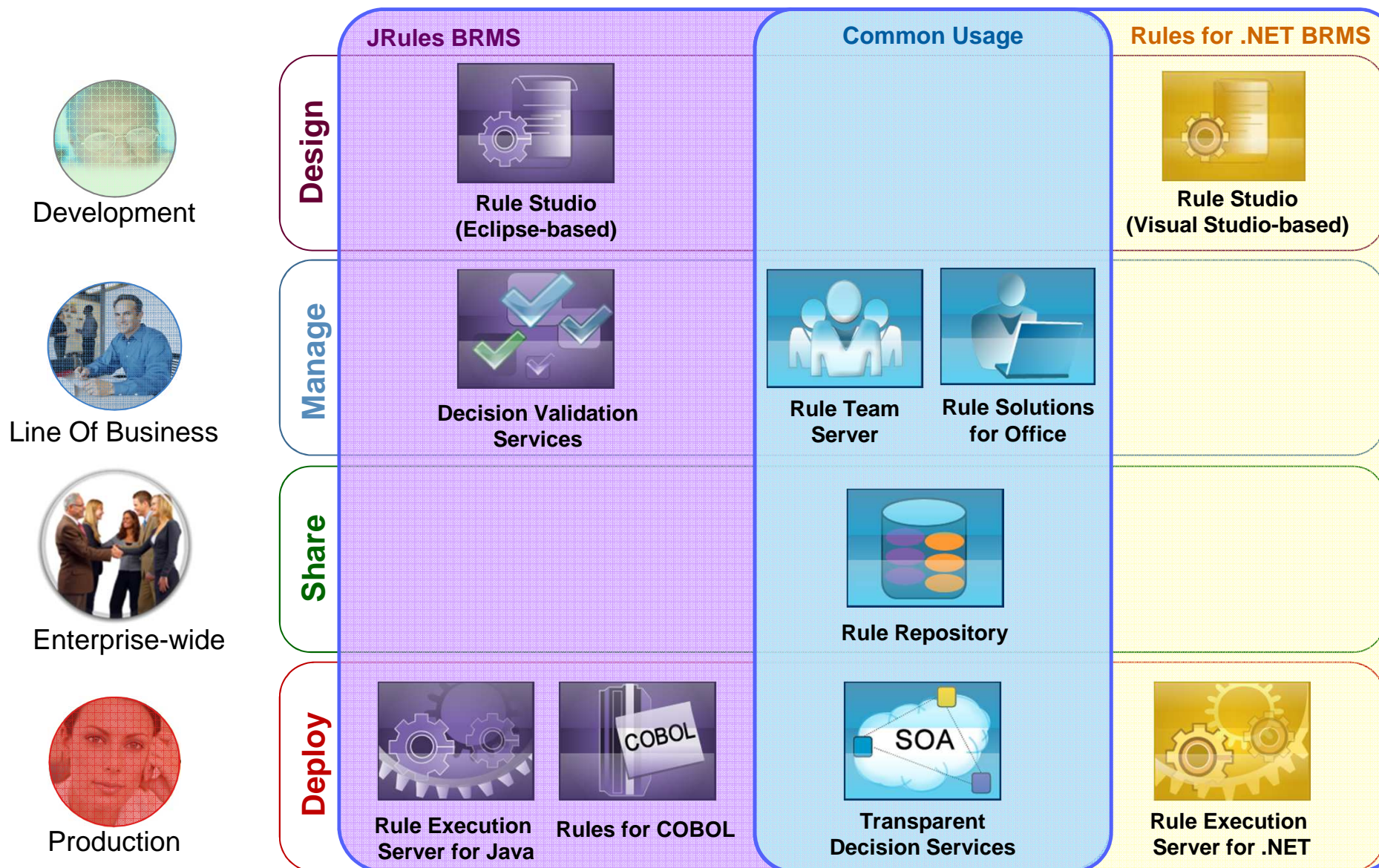
WebSphere ILOG BRMS: What Makes Us Better

- ✓ **The most complete BRMS solution**
 - A comprehensive, collaborative solution that meets the needs of all stakeholders involved in managing decisions across the organization, and fits the widest range of enterprise architectures.

- ✓ **Superior decision governance capabilities**
 - Easy, safe and predictable management of decision logic throughout its entire lifecycle, from initial development and deployment, through monitoring and maintenance due to ongoing change.

- ✓ **Recognized BRMS leadership**
 - More than just technology, IBM provides the services, expertise and community that allow organizations to achieve long-term success in their use of BRMS.

WebSphere ILOG Business Rules Product Family





IBM WebSphere Decision Server

**Bringing Together Business Events and Business Rules for
Intelligent, Responsive Decision Automation**



Enable Situational Awareness and Response

WebSphere Business Events

- A powerful, scalable, flexible event processing platform
- Business user oriented interfaces reducing time to value.
- Built-in Connectivity to the widest range of events.
- Designed to expect change – supports incremental development and deployment



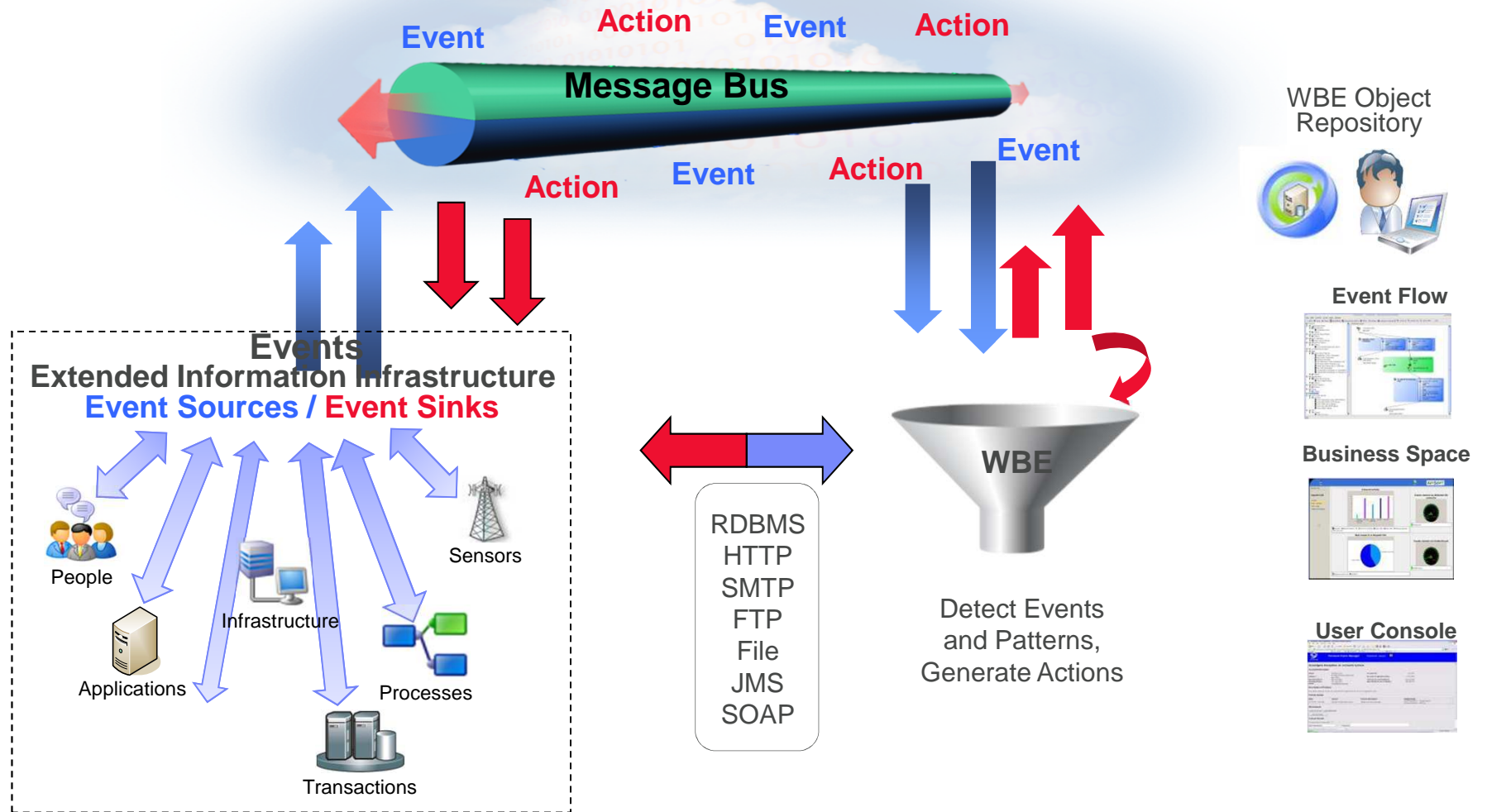
***The Convergence of Power
and Ease of Use***

“The real world is mostly event driven, and event-driven situations are best addressed by event-driven business applications”.

Roy Schulte, VP Gartner Research

WebSphere Business Events

Detect and Respond to Actionable Situations



Automate highly variable decisions with precision

WebSphere ILOG Business Rule Management System

- Eliminate decision silos
- Make decision logic accessible to Business and IT
- Implement fine-grained, context-specific logic

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if
    all of the following conditions are true :
        - the age of the driver is between 18 and 21
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unireg_abort(1);
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init_signals();
if (!!(opt_specialflag & SPECIAL_NO_PRIOR))
my_thread_setprio(pthread_self(), CONNECT_PRIOR);
  
```

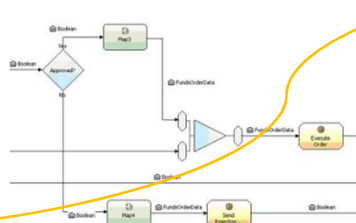
Applications



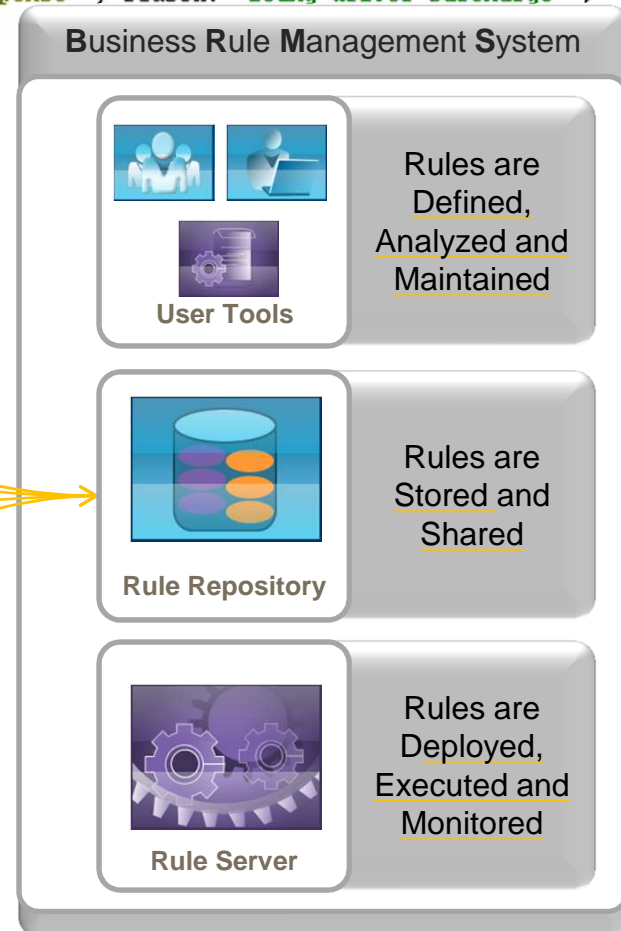
People



Documents

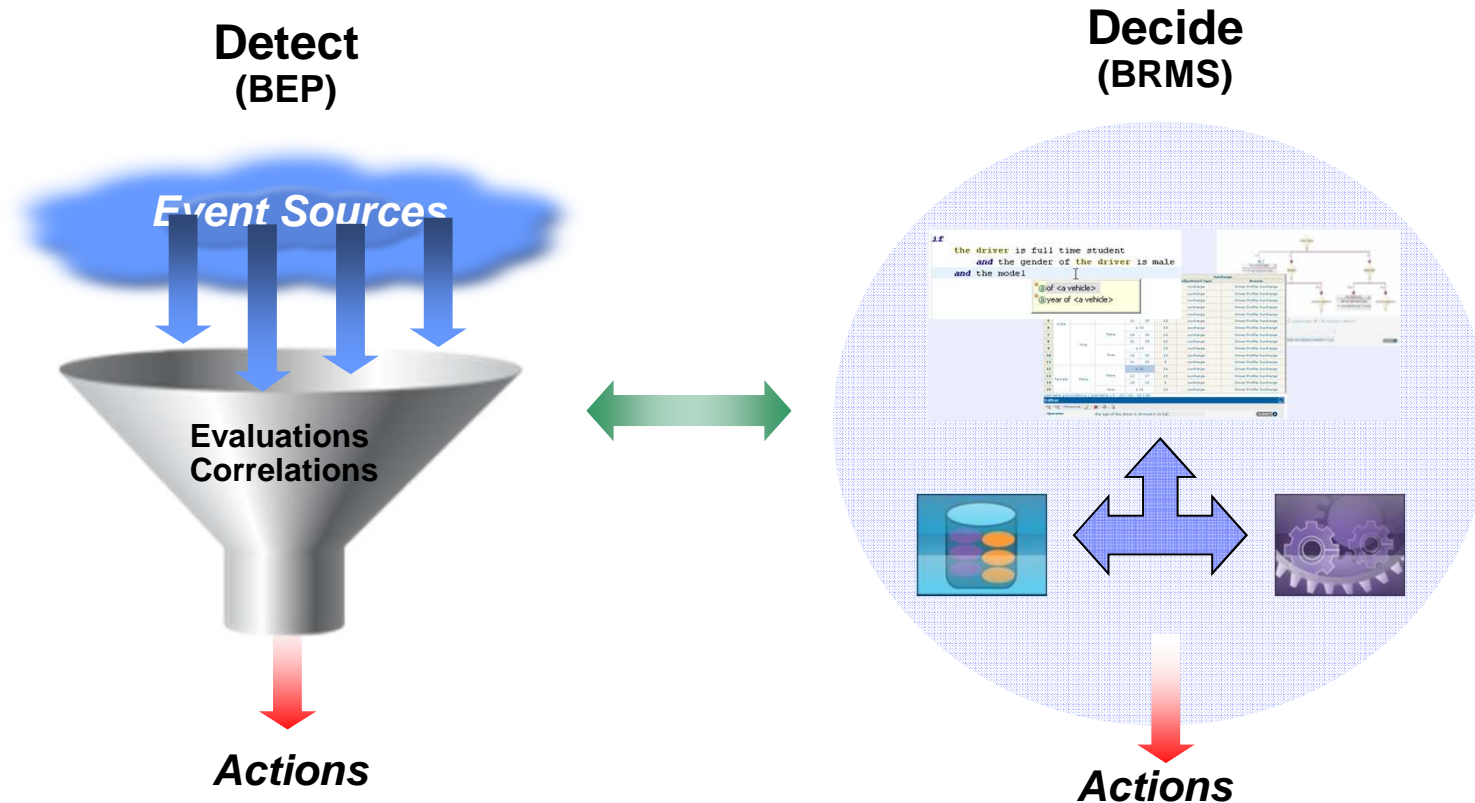


Processes



Business Event Processing and Business Rules Management

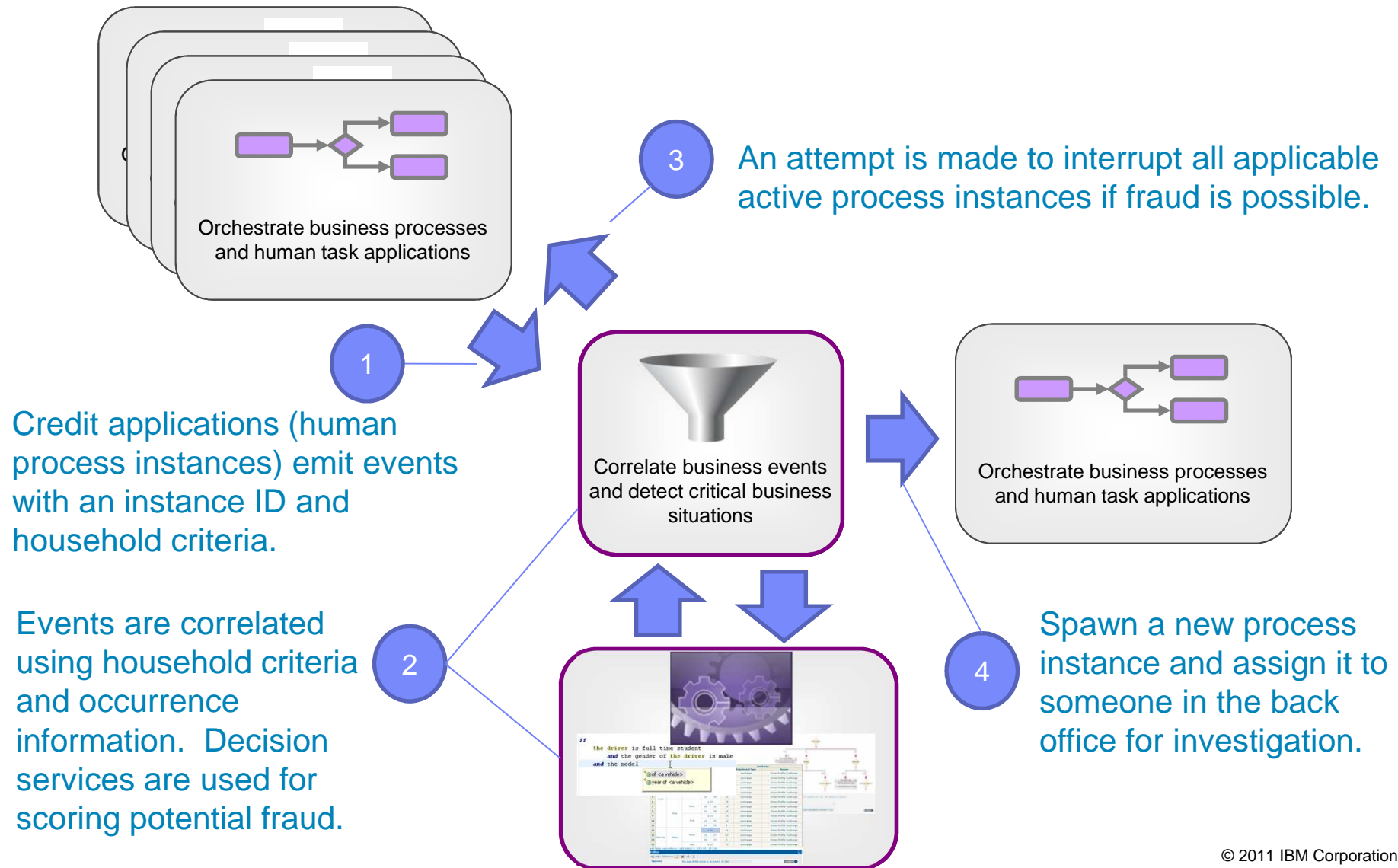
Together : Additional Insight for Action



▶ **BEP - Detects when events or patterns of events occur to notify people or systems to take action**

▶ **BRMS - Decides business outcome through execution of business rules against available data**

Fraud Use Case: Credit Card Applications



WebSphere Decision Server: What Differentiates Our Offering

✓ Designed for Business User Participation

- Ability to define decision logic in a non-technical syntax so that it can be understood and maintained by business users
- Specific business user environments*

✓ Recognized leadership

- Analyst recognition in both the business rules management and business event processing categories
- More than just technology, IBM provides the services, expertise and community that allow organizations to achieve long-term success in their implementation of decision management solutions.

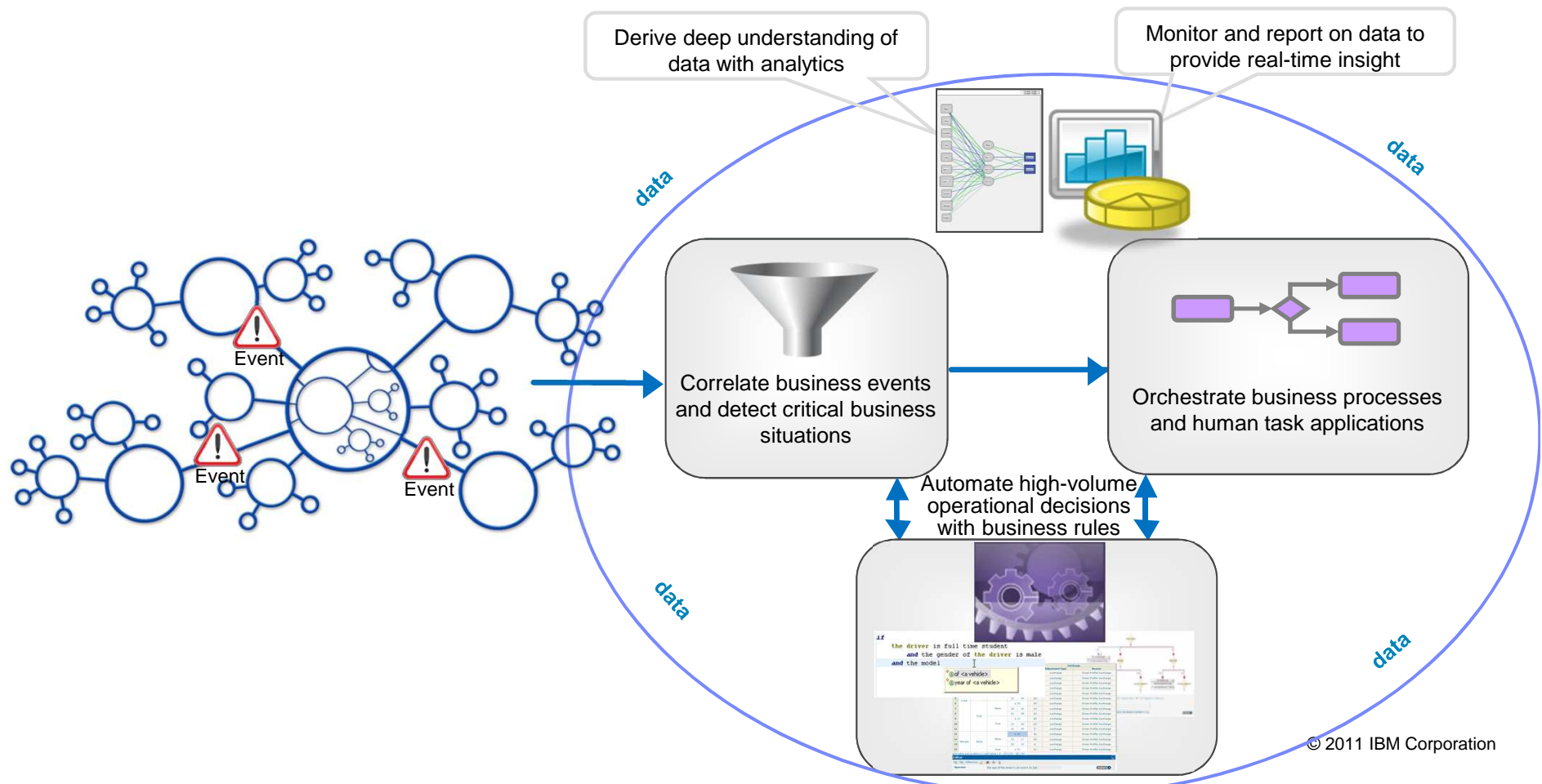
✓ Synergies with IBM Software Portfolio

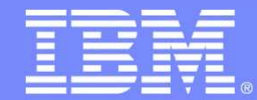
- Natural fit with our BPM products as a consumer of decision outputs from either rules or events
- IBM provides everything needed to create, deploy and manage high-volume, high-availability applications (connectivity, application infrastructure, db, network management...)
- IBM's comprehensive analytic capabilities enable continuous improvement of decision logic

** Business rules business user environment requires add-on product purchase.*

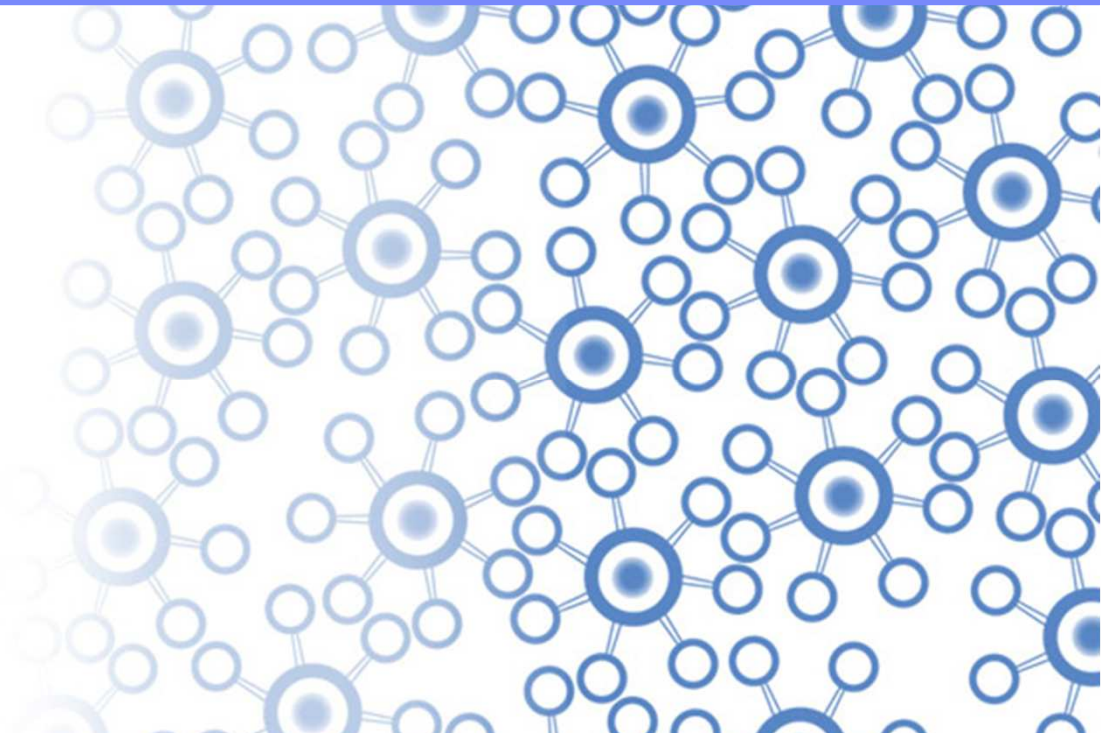
Key Technologies for Decision Agility & Effectiveness

- Business Event Processing improves situational awareness and response
- Business Rule Management improves the quality of automated decisions
- Business Process Management uses outputs within orchestrated processes
- Analytics enables continuous decision improvement





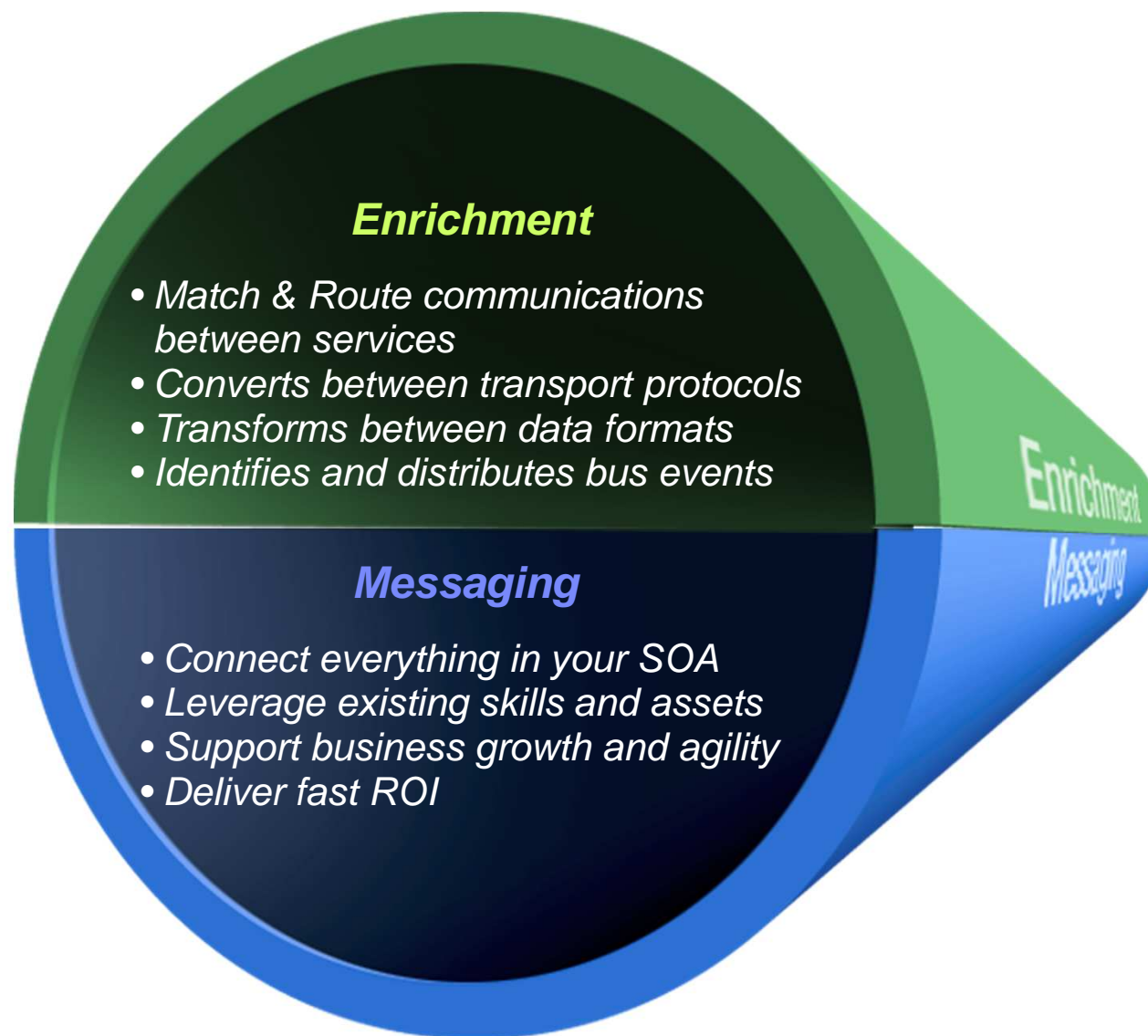
WebSphere Connectivity Products Overview



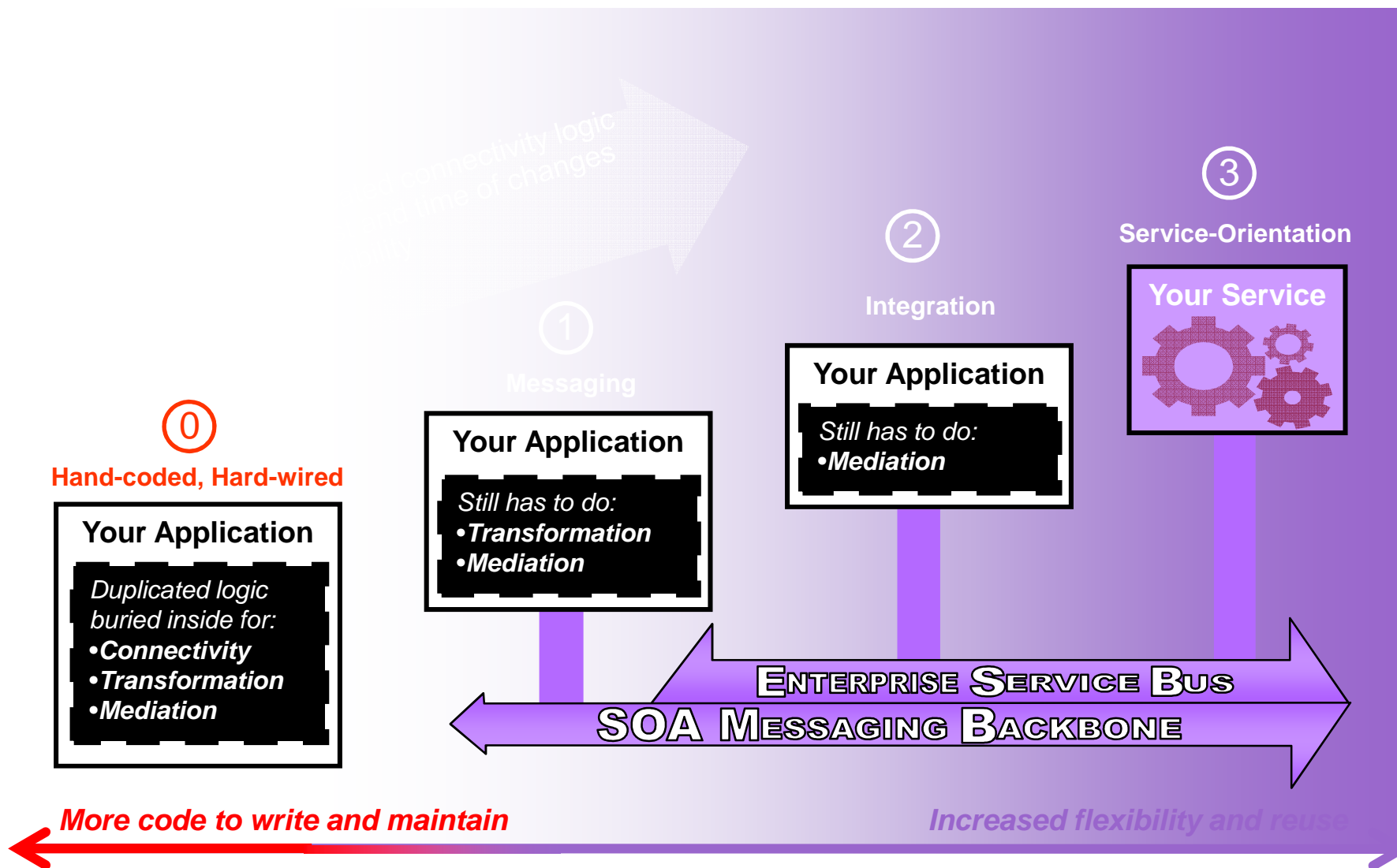
Bruno Gonçalves

bruno.goncalves@es.ibm.com

Looking at the ESB



Messaging Backbone – A First Step To SOA



IBM delivers *the* SOA Messaging Backbone

- Via messaging portfolio of standalone and embedded services
 - Core is WebSphere MQ family
 - Continually evolving and expanding
 - Extensive IT environment coverage
 - Provides “MQ inside” SOA portfolio
 - Offers an integrated JEE experience
 - Shared within stack of SOA products



- Seamless bridging and native links within messaging portfolio
 - Preserving reliability, transactionality and publish-and-subscribe spaces

Multiple ESB offerings

Solutions to Meet Any and Every Demand



Platform Based

WebSphere Enterprise Service Bus

- Optimized with WebSphere Application server for an integrated SOA platform
- Shares common registry, security, administrative and development tools
- Services hosted on the application server



Integration Based

WebSphere Message Broker

- Built for universal connectivity and transformation in heterogeneous IT environments
- Message transformation developed to accommodate disparate service interfaces
- Adapters, protocol bridges packaged with applications and legacy platforms

ESB offerings from IBM WebSphere



Appliance Based

WebSphere DataPower Integration Appliance XI50

- Hardware built for simplified deployment and hardened security
- Functions developed in one device

Complete Cloud Integration Platform

Integrate Your Cloud and On Premise Applications In Days

Public Clouds

Private Clouds



WebSphere Cast Iron
DataPower XH40 (New)

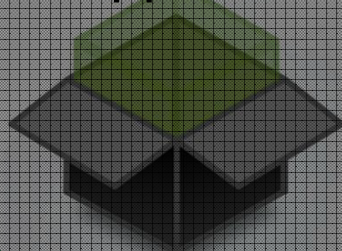


WebSphere Cast Iron
Hypervisor Edition (New)

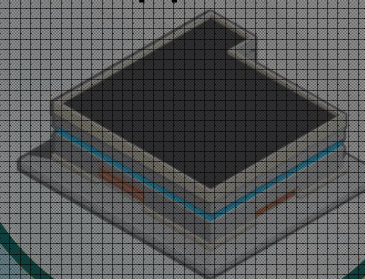


Cast Iron Cloud2

Applications



Applications



OWN



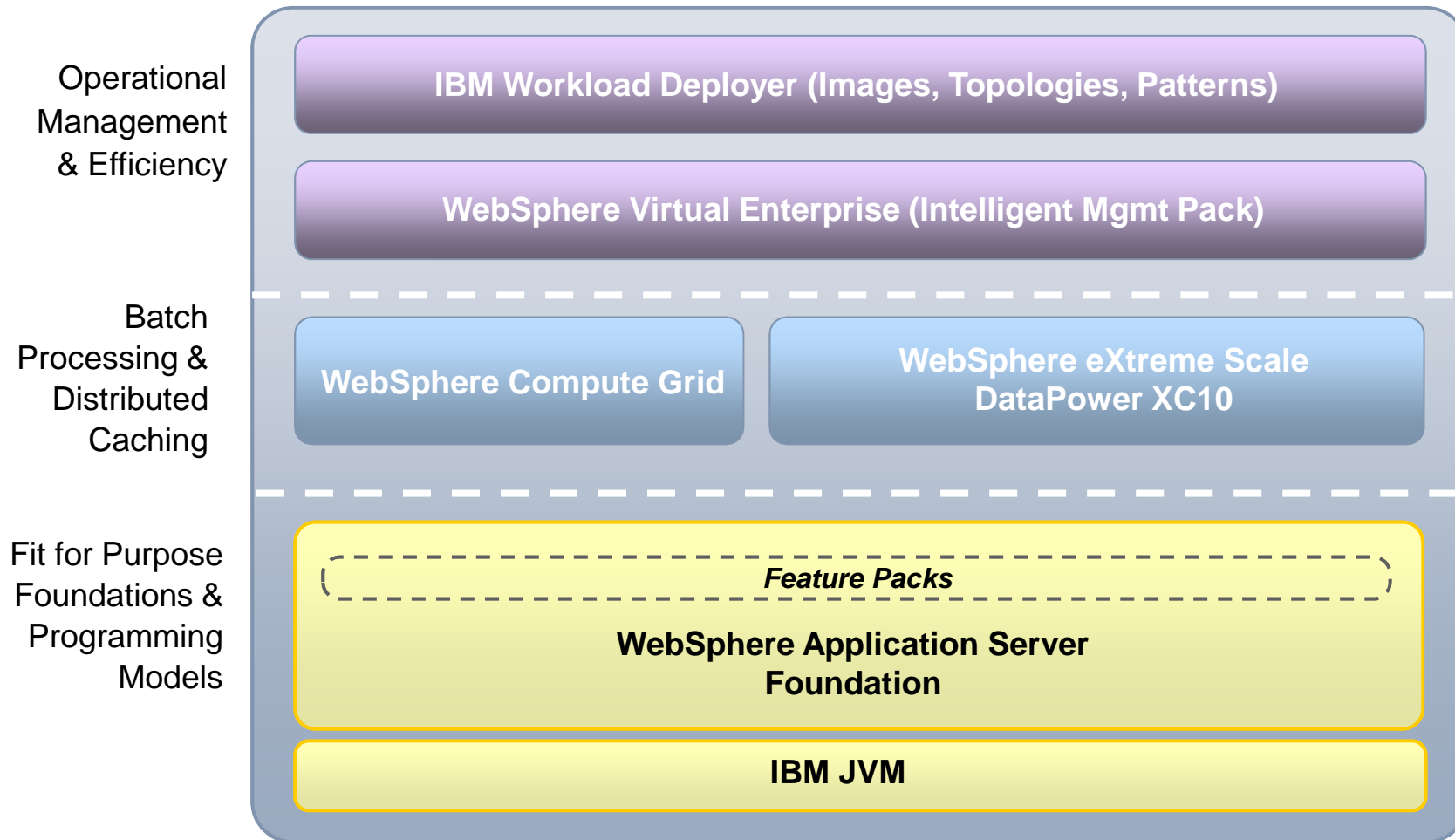
WebSphere Application Infrastructure

Worldwide WebSphere Foundation Technical Sales Team



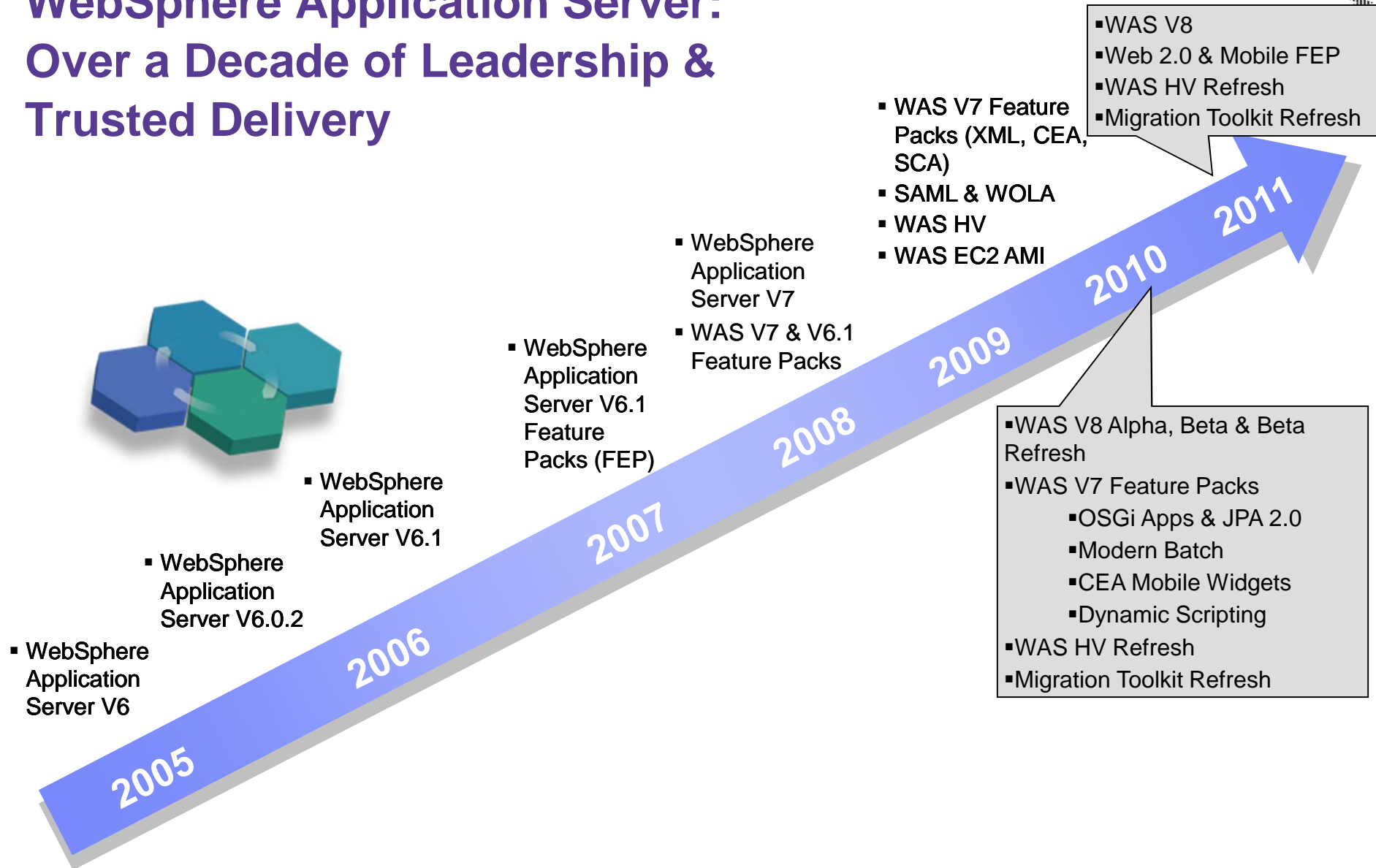
WebSphere Application Infrastructure: The Big Picture

Vertically Integrated & Horizontally Fit for Purpose



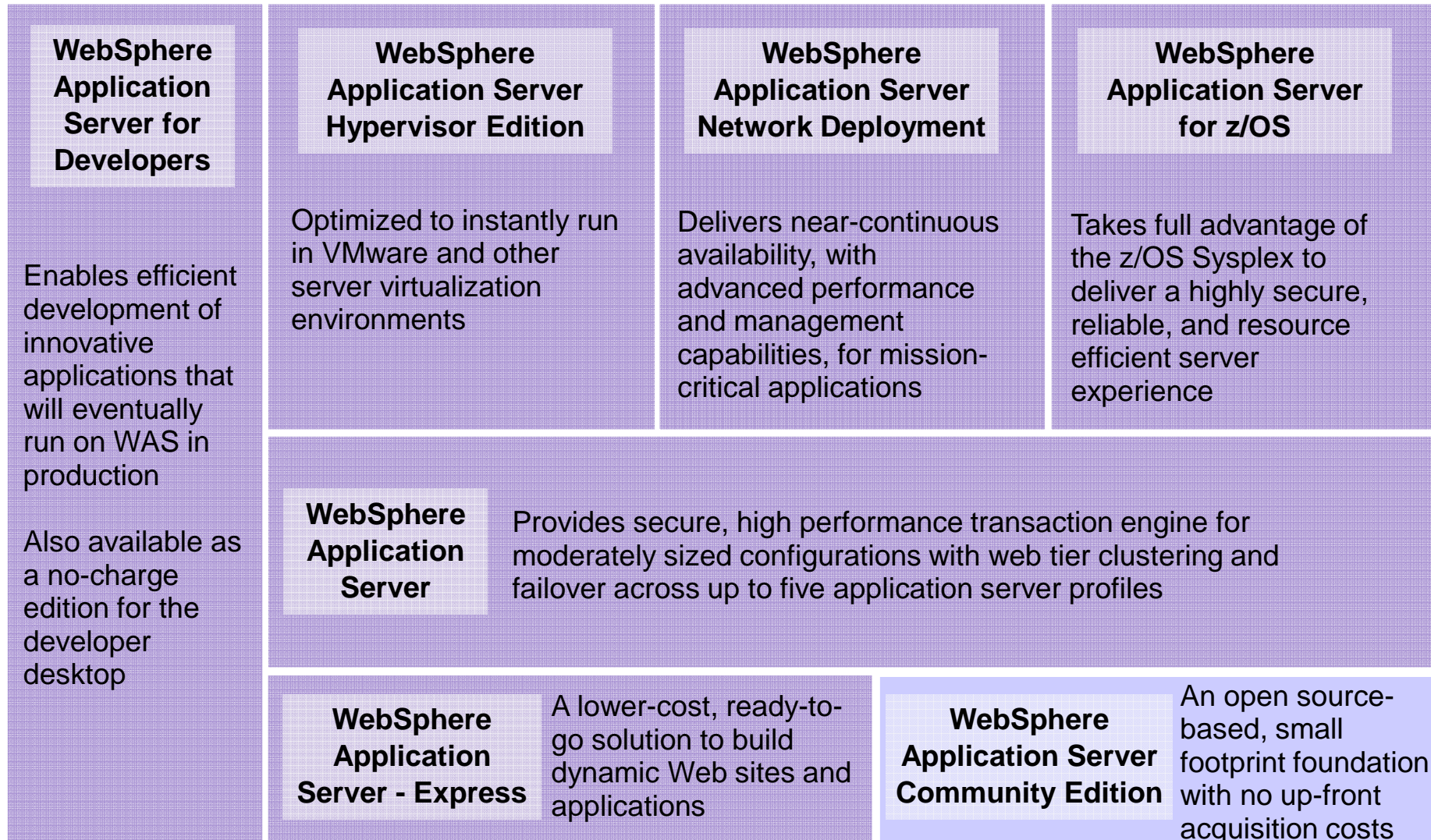


WebSphere Application Server: Over a Decade of Leadership & Trusted Delivery





WebSphere Application Server Family



Built on a common code base



Intelligently Manage Application Environments & Deliver Rich User Experiences Faster



Speed Delivery of Applications & Services

- Open Source to Enterprise
- Free WAS for Developers
- Self Service Development Environments
- Faster Edit-Compile-Debug
- Programming Models
 - Java EE 6
 - Web 2.0 & Mobile
 - OSGi Applications
 - SCA
 - Java Batch
 - XML
 - SIP & CEA
 - Dynamic Scripting
- Integrated Tooling
- Application Adapters

Operational Efficiency & Reliability

- High Performance
- Transactional Strength
- Scalability & HA
- Install & Maintenance
- Problem Determination
- Platform & Environment Flexibility
- Flexible Pricing Models
- Feature Packs

Security & Control

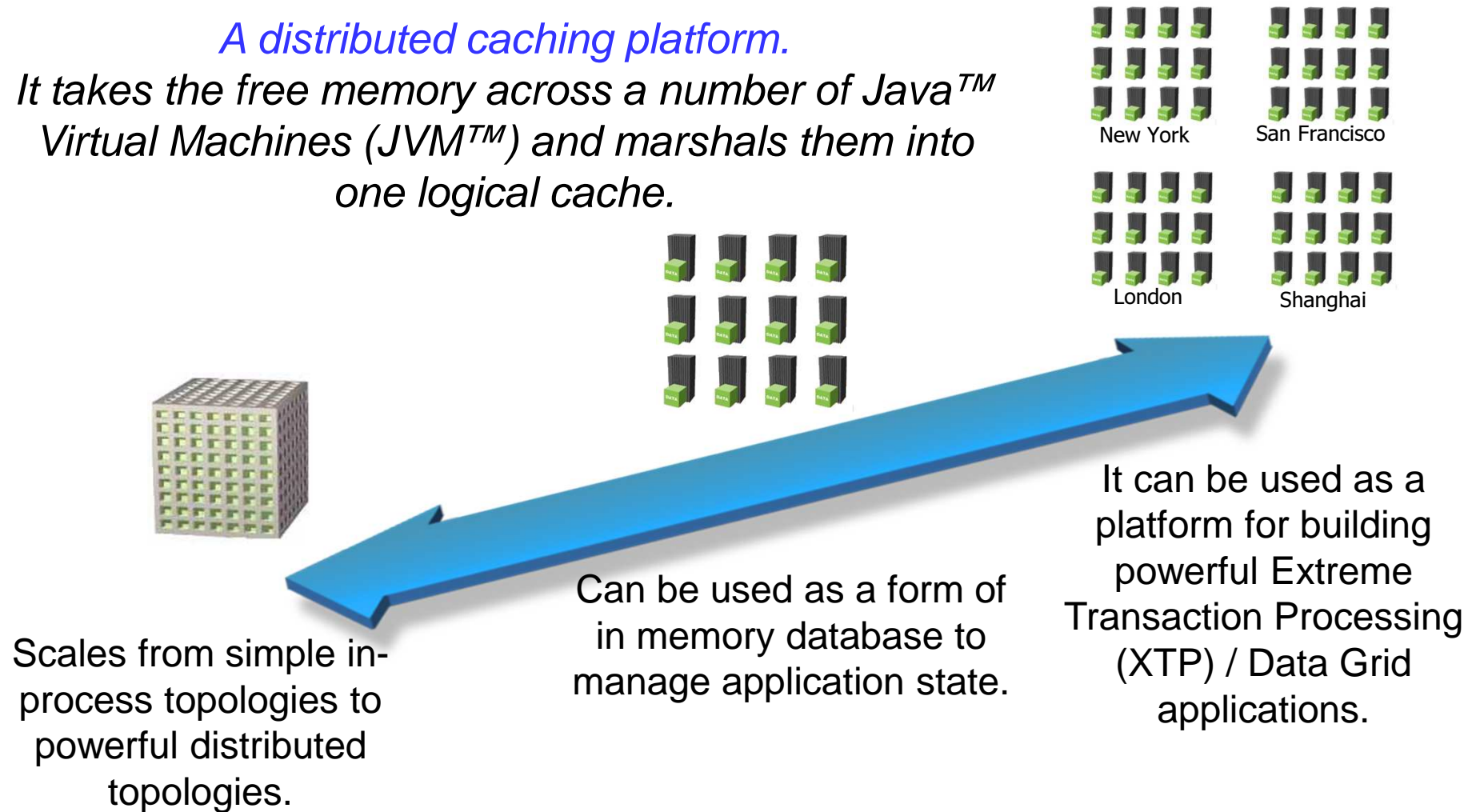
- Administrative Productivity
- OSGi Application Agility
- Security
- Migration



What is WebSphere eXtreme Scale?

A distributed caching platform.

It takes the free memory across a number of Java™ Virtual Machines (JVM™) and marshals them into one logical cache.

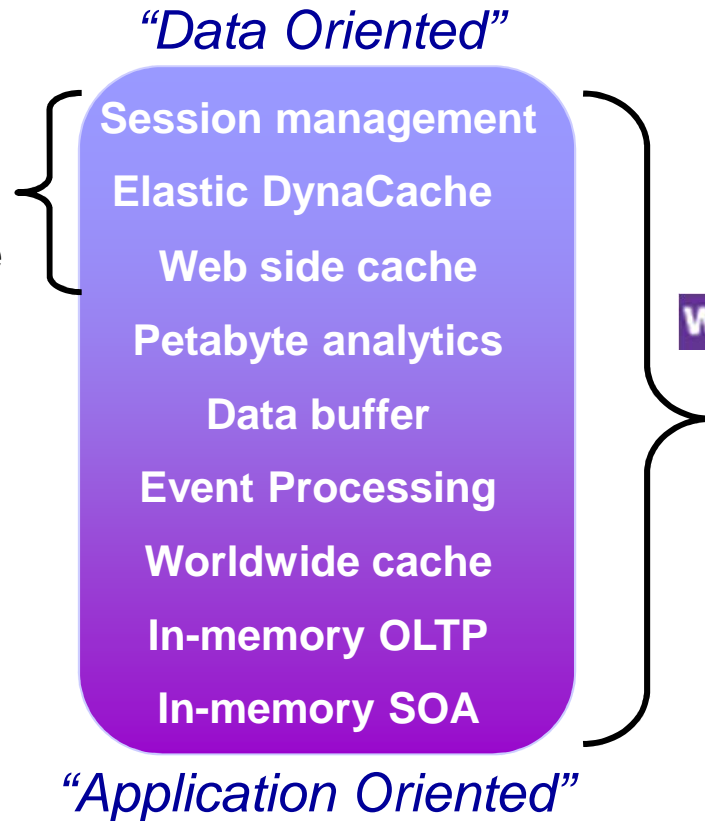


Innovative Elastic Caching Solutions



DataPower XC10 Appliance

- Drop-in cache solution optimized and hardened for data oriented scenarios
- High density, low footprint improves datacenter efficiency



eXtreme Scale

- Ultimate flexibility across a broad range of caching scenarios
- In-memory capabilities for application oriented scenarios

Elastic caching for linear scalability
High availability data replication
Simplified management, monitoring and administration



Scalability

- eXtreme Scale can grow to hold hundreds of JVMs of data for very large data sets
 - ▶ Scales nearly linearly with additional hardware
 - ▶ Supports thousands of concurrent clients
 - ▶ Supports 32-bit or 64-bit JVMs
 - ▶ eXtreme Scale clusters can be replicated and partitioned for fault-tolerance and high performance
- Cluster members communicate with each other using an ultra-high speed pub sub system
 - ▶ High performance and low processor overhead

Non-invasive middleware

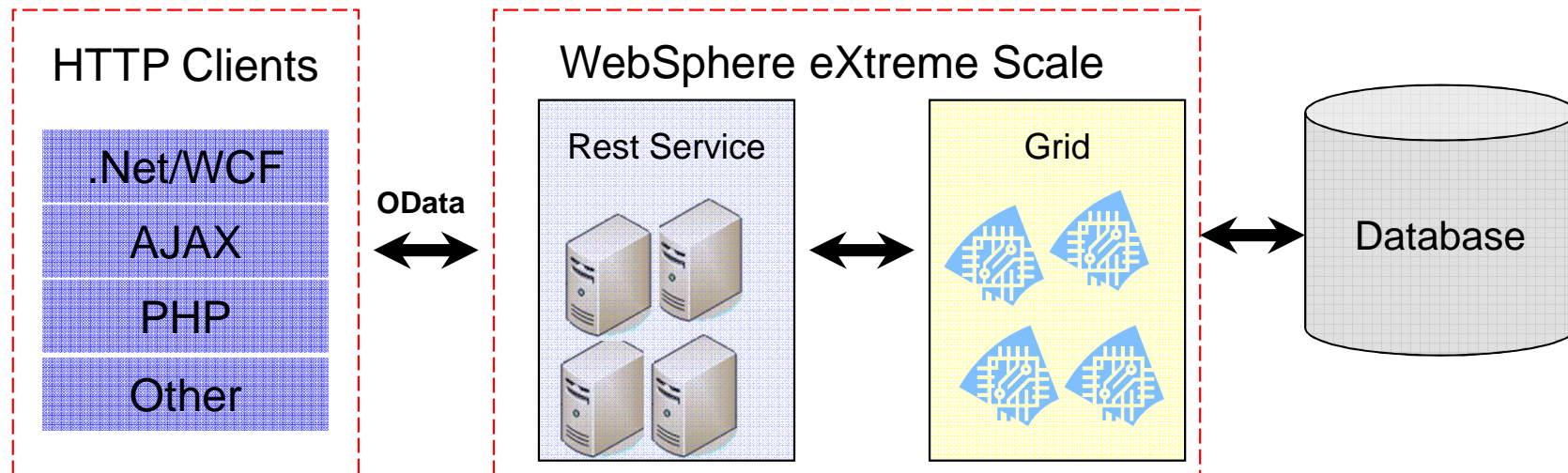
WebSphere. eXtreme Scale

- Lightweight
 - ▶ Single JAR, 15MB
- Integrates with WebSphere Application Server and stack products
 - ▶ WebSphere Business Events
 - ▶ WebSphere Commerce
 - ▶ IBM ILOG® JRules
 - ▶ ... And more!
- Also supports Non-WebSphere servers
 - ▶ Geronimo, JBoss, and others
- Enhances existing application infrastructure with little to no application code change

It's Not Just for Java

- Rest Data Service

- ▶ Allows HTTP clients, including .NET and AJAX clients, to use and exploit WebSphere eXtreme Scale.
- ▶ Rest Service is hosted on application server such as WebSphere Application Server or Tomcat.

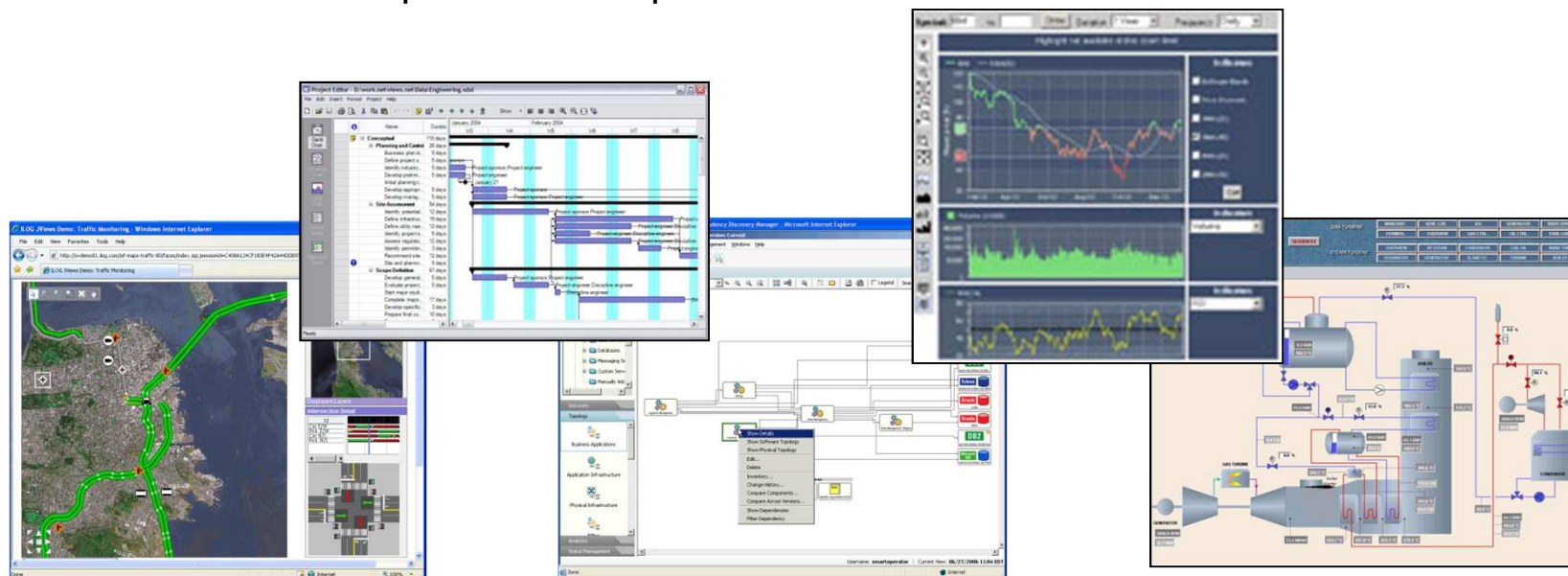


The Short Story

IBM ILOG Visualization products enables user interface developers to add highly graphical and interactive displays to their line-of-business applications.

- **Value Proposition**

- ▶ Developers save time, and reduce project risk
- ▶ The resulting product is visually appealing, and easier to market
- ▶ End users receive a superior user experience



IBM ILOG Visualization

- **Visualization**

- ▶ Creating advanced graphical displays that convey meaning to the end user in the most meaningful way
- ▶ Example:
 - A *chart* is a very natural way to display series data

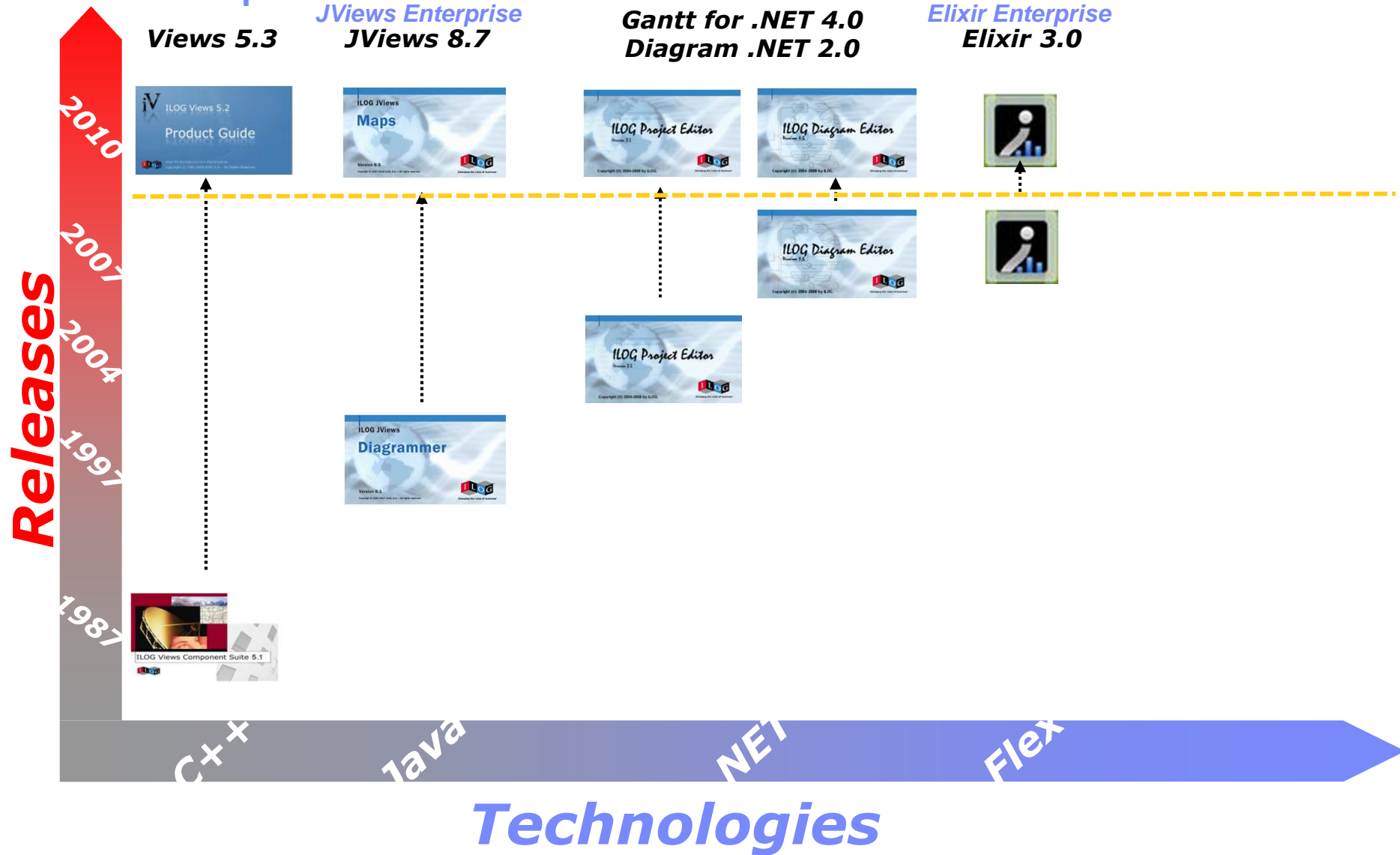
- **How does IBM ILog support Visualization?**

- ▶ “Building blocks” to help software developers deliver advanced graphical displays
- ▶ These building blocks get embedded into an application
 - E.g., a car has an embedded engine, a finance application might have a chart embedded in its display

- **Three areas where JViews Enterprise/Visualization fit very well**

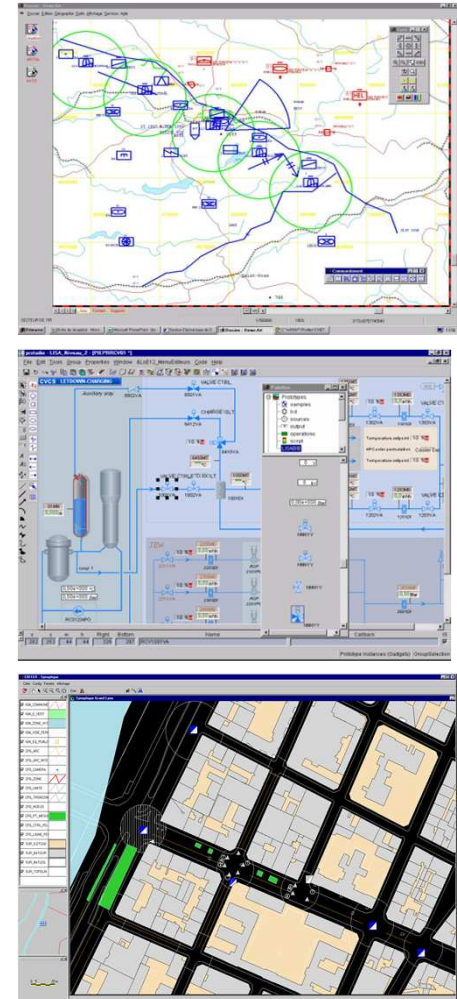
- ▶ Monitoring: Users want to understand changes to their underlying system data, better and faster
- ▶ Data Analysis: Users can spot trends or outliers more easily
- ▶ Modeling: Users can model their system information more naturally

Roadmap



ILOG Views Component Suite 5.3

- **Portable and High-Performance** Visual Components for C++ Critical Applications
 - ▶ Generic User Interfaces, Maps, Diagrams, Dashboards, Charts, Gantt.
 - ▶ Windows, Unix, Linux
- Support of latest platforms, including
 - ▶ HP-UX, Solaris, Linux, AIX, MS Windows
 - 32 and 64 bit architectures
 - ▶ Recent Ports include
 - Linux Red Hat and Suse (32 & 64 bits)
 - MS Visual Studio 2008
 - Windows 7, Vista



JViews Modules in 8.7 Release

JViews Enterprise

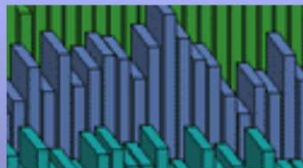
Gantt



Maps



Charts

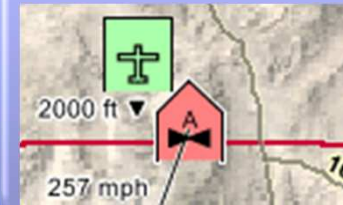


Diagrammer



Verticals

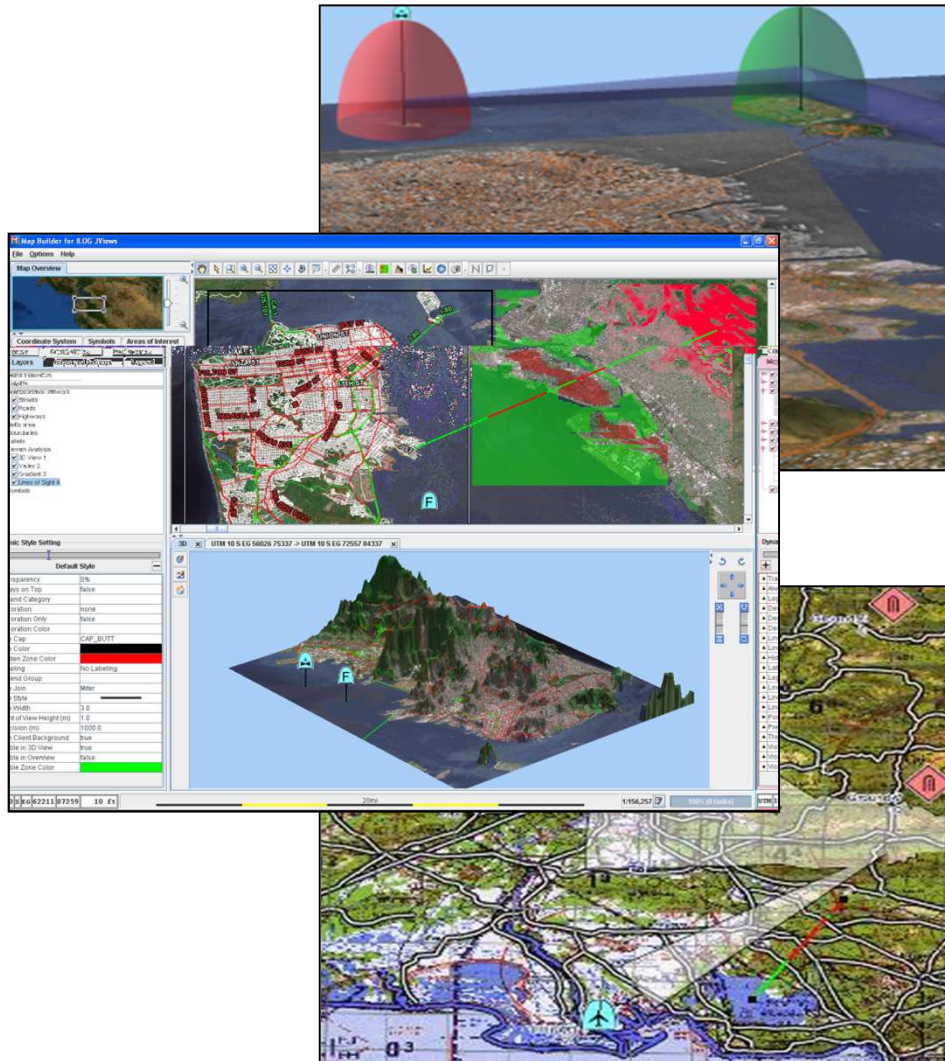
Maps for Defense



JTGO

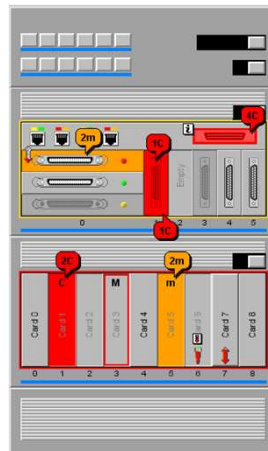
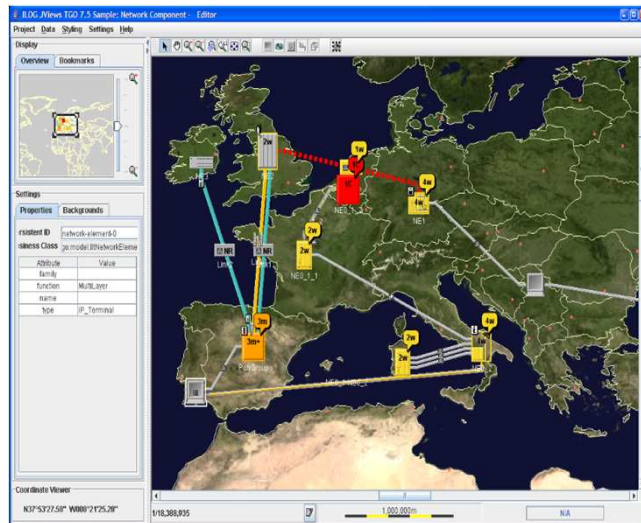


ILOG JViews Maps for Defense



- Includes JViews Maps
- Includes military map data formats for aeronautical and marine data
 - ▶ CADRG
 - ▶ VMAP
 - ▶ more
- Includes standard military symbol sets for representing tactical assets
 - ▶ NATO APP6a
 - ▶ more
- Terrain Analysis Features
- 3D views

ILOG JViews Telecom Graphic Objects



- UI for telecom/data networks
- Information environment is fully compliant with telecom standards like ITU, OSI, Bellcore, SONET, SNMP and OSS/J
- Includes
 - ▶ JViews Diagrammer
 - With graph layout
 - ▶ JViews Maps
- Versatile deployments
 - ▶ Applications, applets, Eclipse, JavaServer Faces + Ajax

ILOG Elixir Demo

<http://www.ibm.com/developerworks/websphere/zones/visualization/demos/elixir.html>



IBM WebSphere

Resources for Partners

Worldwide WebSphere Business Partners

Bruno Gonçalves

bruno.goncalves@es.ibm.com

Worldwide WebSphere Business Partners

- **Technical Strategy**
 - Work with WebSphere business partners
 - Provide architectural direction and guidance to help business partners understand and develop solutions integrated with IBM WebSphere technologies and products

- **Technical Enablement**
 - Help business partners implement their technical strategies
 - Provide planning, direction, education, support, implementation, testing, interoperability, and deployment skills and expertise
 - Ensure skills transfer

- **Go To Market**
 - Visioning Session
 - Discovery Workshop
 - Proof of Concept

WebSphere tracks

Application Infrastructure



Application Infrastructure Solutions

including these *capabilities*

- Cloud Platform & Application Virtualization
- Elastic Caching
- Application Optimization
- Application Foundation & Transaction Processing

Products:

- WebSphere Application Server (WAS)
Including WAS for zOS, WAS-ND & WAS CE
- WebSphere Extreme Scale (WXS)
- WebSphere DataPower XC10 Appliance
- WebSphere Virtual Enterprise
- IBM Workload Deployer
- WebSphere Application Acceleration
Including WAXPN, WAXHN, and the XE82 Edge Appliance
- WebSphere Compute Grid

Connectivity & Integration



Connectivity & Integration Solutions

including these *capabilities*:

- Messaging
- Integration Foundation
- B2B Integration
- Cloud Integration
- Managed File Transfer

Products:

- WebSphere MQ Family
including MQ, MQ-AMS, MQ-FTE, MQ-TT and MQ-LLM
- WebSphere Message Broker
- WebSphere DataPower SOA Appliances
40, X150, X150B, X150z, X152, XB60, XB62, XM70 and WAMC
- WebSphere Enterprise Service Bus (WESB)
including WESB and WESB Registry Edition
- WebSphere Service Registry & Repository (WSRR)
- WebSphere Adapters
- WebSphere Cast Iron Cloud Integration
- WebSphere Transformation eXtender (WTX)

Business Process Management



Solutions

including these *capabilities*:

- Discovery and Design
- Automation and Integrity
- Business Monitoring
- Case Management
- Process Accelerators

Products:

- Business Process Manager
- Business Manager Industry Packs
- Business Monitor
- Business Decision Server
- Business Events
- Business Rule ILOG JRules
- Business Modeler

Public Resources

- Information Centers
 - <http://www.ibm.com/support/publications/us/library/>
- IBM Education Assistant
 - <http://publib.boulder.ibm.com/infocenter/ieduasst/v1r1m0/>
- RedBooks
 - <http://www.redbooks.ibm.com/>
- DeveloperWorks
 - <http://www.ibm.com/developerworks/websphere/>
- WebSphere Training Paths
 - <http://www-01.ibm.com/software/websphere/education/paths/#bpm>

IBM WebSphere Education for Business Partners

- IBM WorldWide WebSphere Technical Education provides information on technical WebSphere and SOA classes available to Business Partners at 'no-charge'.
 - Training includes self paced virtual
 - instructor-led courses
 - technical webcasts.

<http://www.ibm.com/developerworks/websphere/zones/was/roadmaps/partner/classes.html>

PartnerWorld program

PartnerWorld program benefits help you succeed



Marketing

- IBM co-marketing
- Market intelligence
- Demand generation



Selling

- Financing
- Promotions and incentives
- Briefing centers
- Competitive resources
- Sales tools



Technical

- Technical sales
- Technical support
- Develop and migrate
- Software access
- Systems and storage access



Training

- IBM Education
- Discounts, reimbursements and rewards



Collaboration

- PartnerWorld communities
- Collaboration resources
- Awards and membership

IBM Developer Support for SIs and ISVs

- Developer-to-Developer (D2D) Support thru PartnerWorld
 - “For-free”, low touch, remote technical assistance to “entitled” business partners as they enable their products or build solutions on WebSphere (PMR based support – assistance with a specific problem vs project based)
 - PartnerWorld D2D Support provides SIs and ISVs with:
 - Development cycle non-production, deep-dive technical enablement
 - Ranges from installation & configuration, to performance tuning, connectivity & integration, defect support, API usage, as well as application development and design
 - Assist partners with debugging their application code
 - Provide insight and direction with respect to conforming with J2EE specs
 - Routinely works at a very deep code level to assist partners enabling or enhancing their applications on IBM platforms, ensuring they can go to market on time
 - IBM PartnerWorld > Technical > Support > Remote e-mail support
<https://www-304.ibm.com/isv/tech/remoteEmail/entryForm.jsp>

धन्यवाद
Hindi

多謝
Traditional Chinese

ขอบคุณ
Thai

Спасибо
Russian

Gracias
Spanish

Thank You
English

شكراً
Arabic

Merci
French

Obrigado
Brazilian Portuguese

Grazie
Italian

多谢
Simplified Chinese

Danke
German

நன்றி
Tamil

ありがとうございました
Japanese

감사합니다
Korean