The IBM and HCL partnership will be providing a service offering for WDI customers following the product end of service (EOS) date in April 2022. IBM has created a statement of work (SOW) based on information gathered from WDI resources at HCL and will offer a consulting subscription to WDI customers who want to subscribe. Both IBM and HCL will offer this subscription and WDI customers can subscribe by contacting their IBM sales representative or HCL contact James Herry.

HCL: James Herry

WW Practice Leader – HCL Link/ITX

HCL Software – Professional Services

Tel: +1.336.213.6343

Email: James.herry@hcl.com

HCL direct subscriptions, require a Master Services Agreement (MSA) to be in place with the customer before HCL can execute a statement of work (SOW). Obtaining the MSA could take some time, so customers who want to go directly with HCL should start the process with us as soon as possible.

Basic structure of this offering is as follows:

* Set number of hours per month.
* Hours expire at end of month.
* Customer will be billed for the set hours regardless of usage.
* Usage capped at
  + 5 hours per week
  + 20 hours per month
  + Cap exceptions may be granted based on number of hours remaining and resource availability.
  + Hours cannot be borrowed from following month (Possible exceptions are being discussed)
* Any change to WDI product code is OUT OF SCOPE.
* Issue resolution on a best effort basis.
* In scope includes
  + Mentoring and Advice on use of WDI
  + Review of maps and other WDI user definable objects.
    - Modification assistance
    - Work around for issues

Additional terms and conditions will apply.