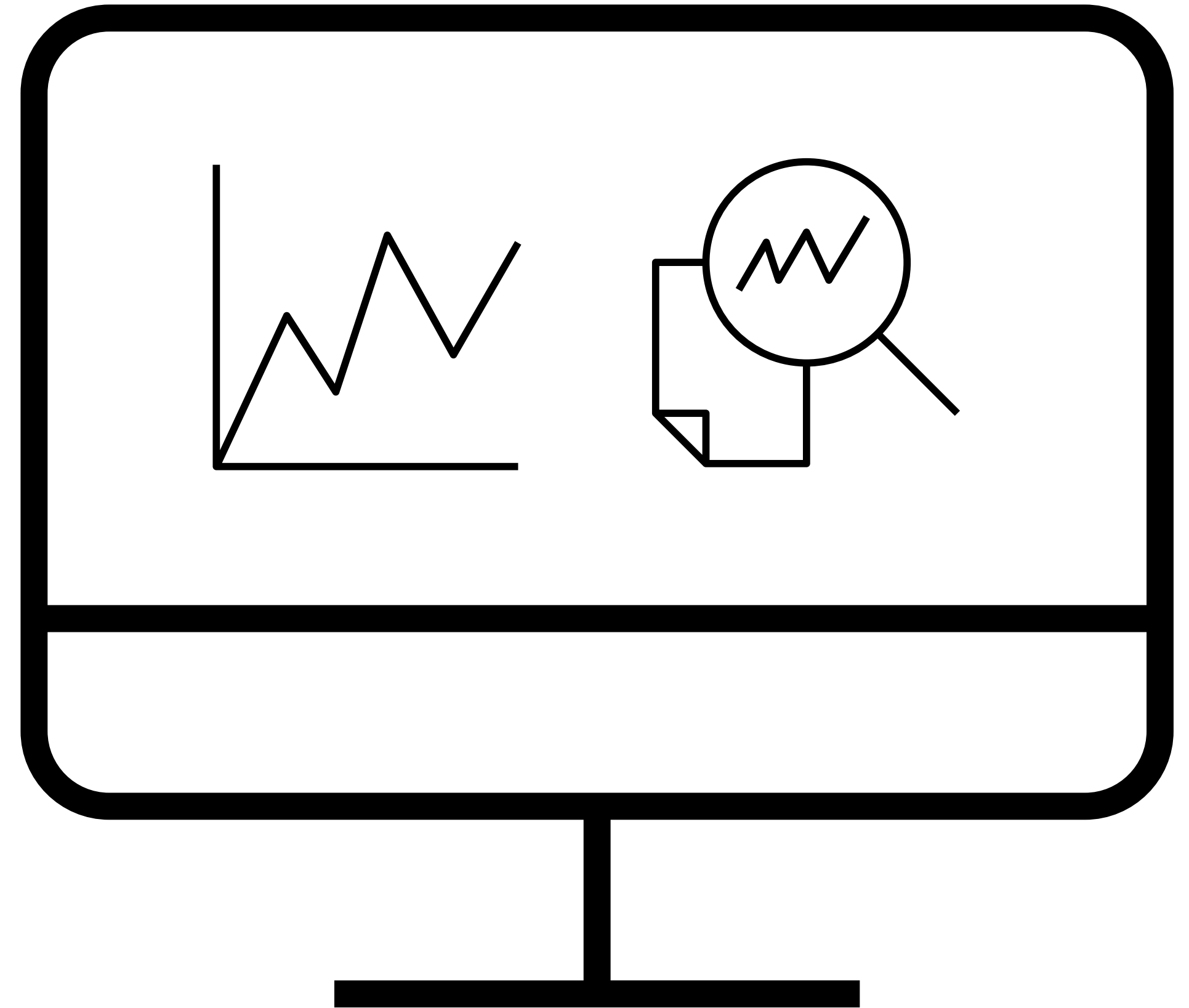


IBM Sterling Order
Management

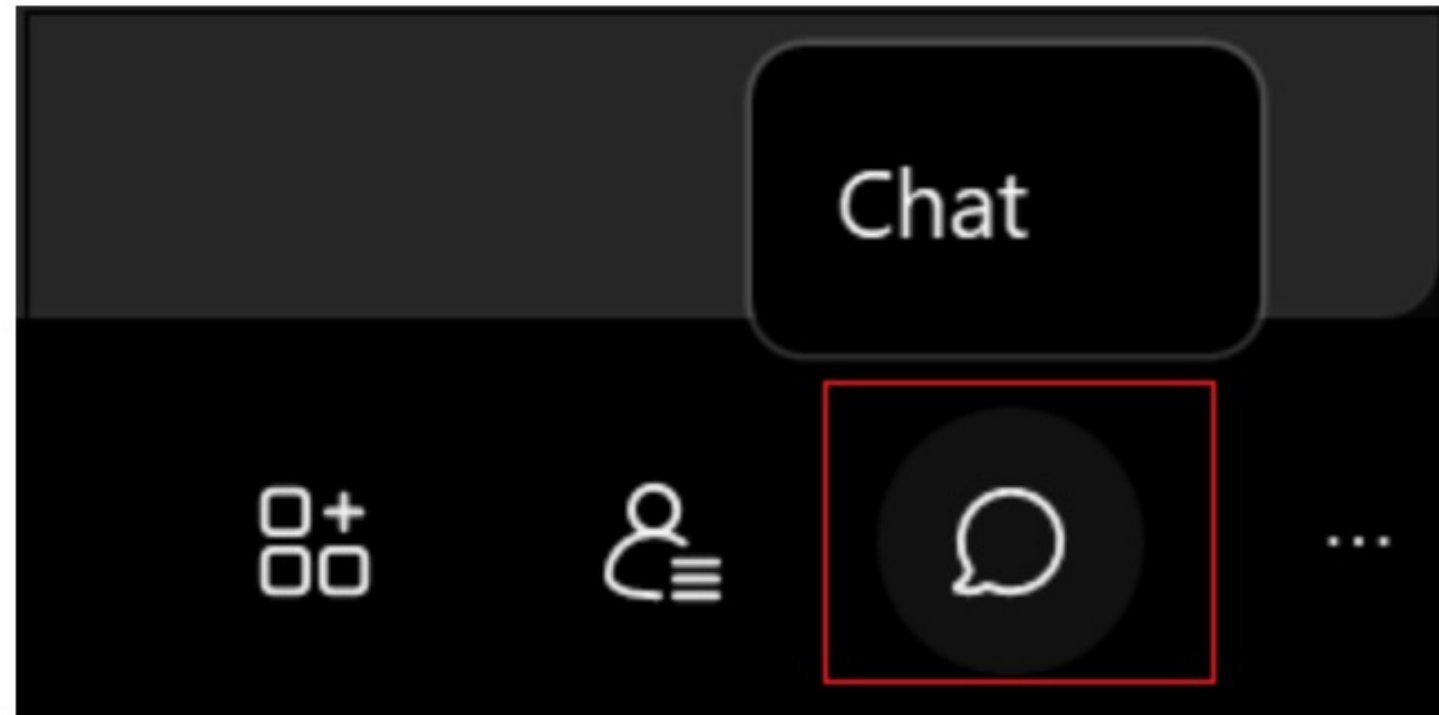
Event Readiness 2024

Self Service
Dashboard
Demo

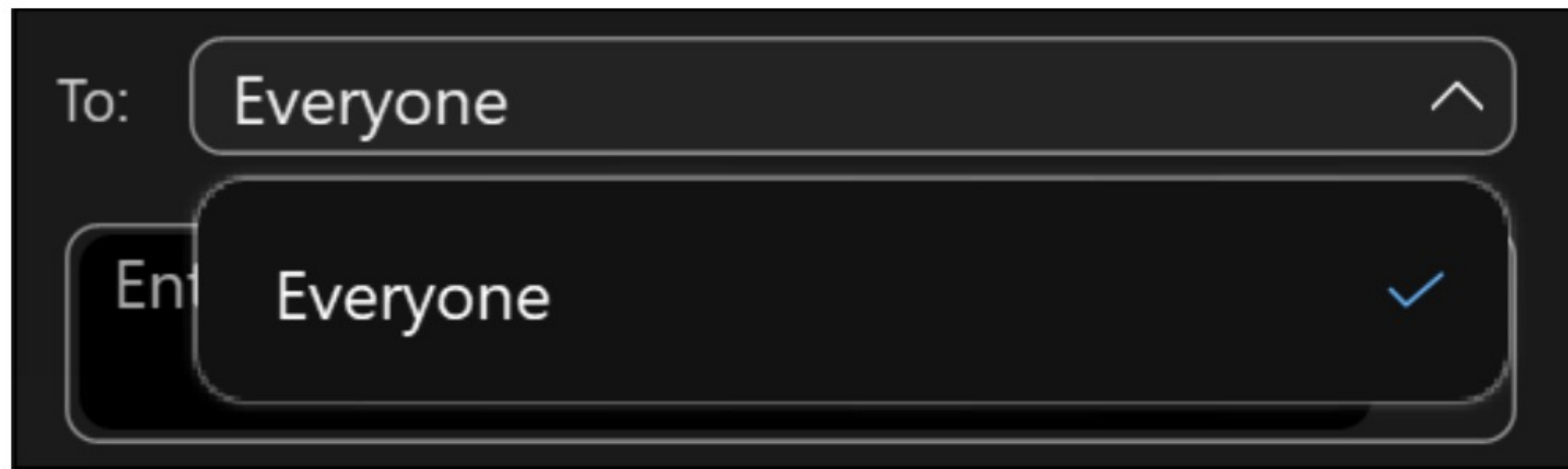


Have a Question(s)?

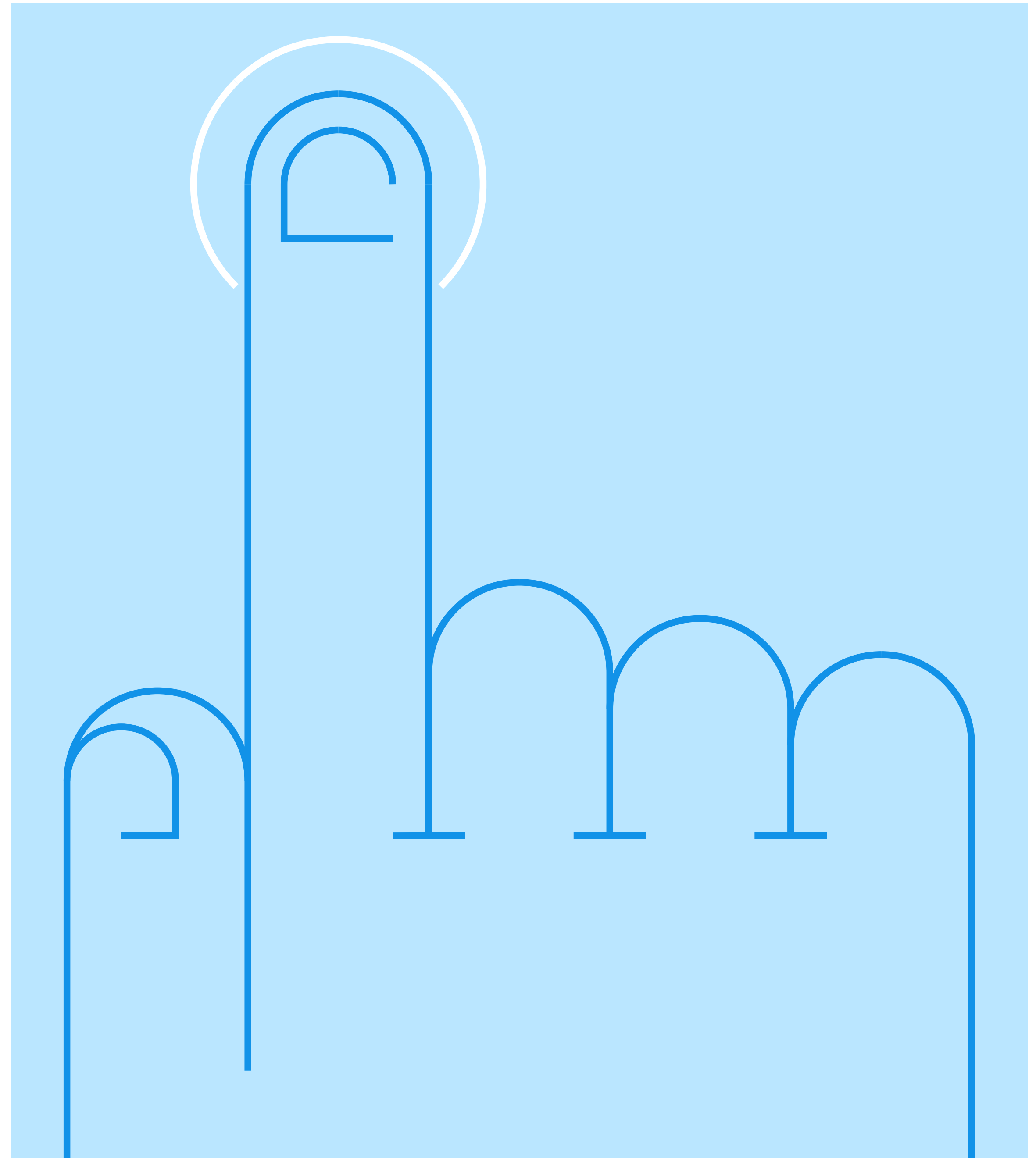
- 1 Open the Chat panel from the link in the lower right of the meeting window:



- 2 In the **To** drop-down list, select the recipient of the message.



- 3 Enter your message in the chat text box, then press **Enter** on your keyboard.



Your Event Readiness Team

... and today's speakers



Chris Burgess
Manager –
WW Support Experience Team



Mike Callaghan
Program Director –
WW Supply Chain Support



Shoeb Bihari
Executive IT Specialist | SRE
Architect | SWAT –
Order Management Support



Senthil Ponnusamy
Technical Lead / SRE Advisor –
Order Management Support



Jitendra Buge
Technical lead -
Order Management Support



Abdul Shad
Technical Lead –
Order Management Support



Bobby Thomas
Performance Architect, SRE –
Sterling Order Management



Shravan Varanasi
Performance Engineer, SRE –
Sterling Order Management

Agenda



SST Monitoring Dashboard Overview

Key Widgets & Metrics

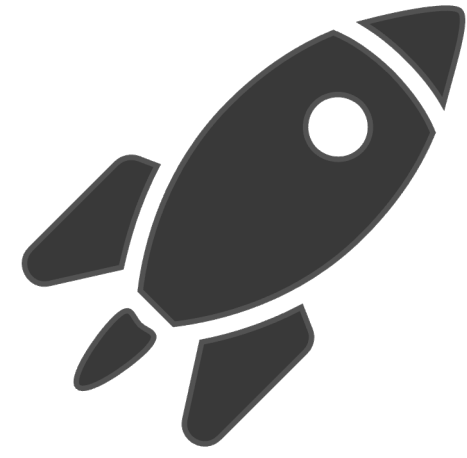
Enhancements

Common Use Cases →

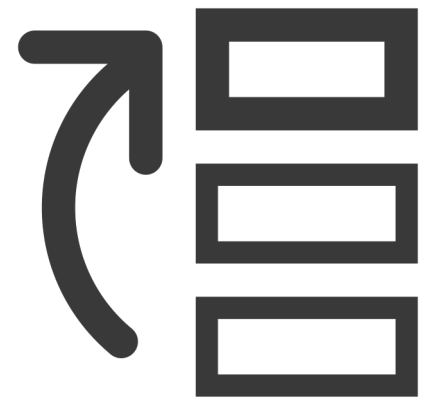
- Timeouts for synchronous calls
- High Error rate/count
- Queue Depth Alert
- Orders not flowing into OMS
- Not getting desired throughput (Agent/Int servers)
- Store or Call Center slowness

Alert Configuration – upcoming feature*

What are *your* plans in 2024 for IBM Order Management?



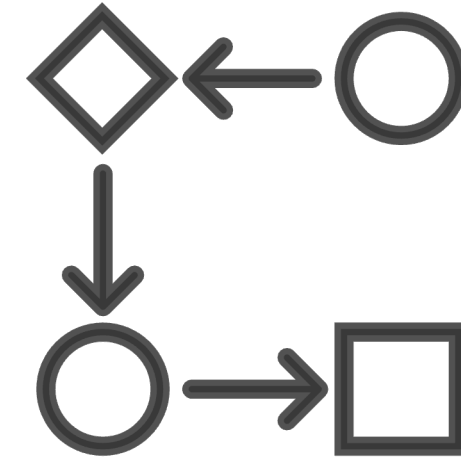
First Go-live



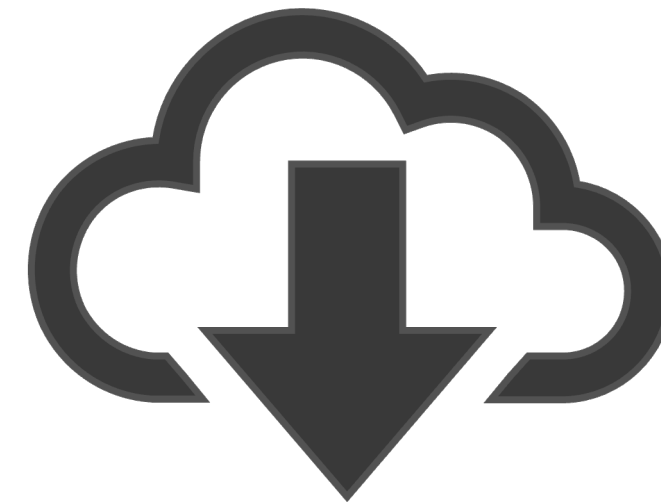
Stack upgrades



Container deployment



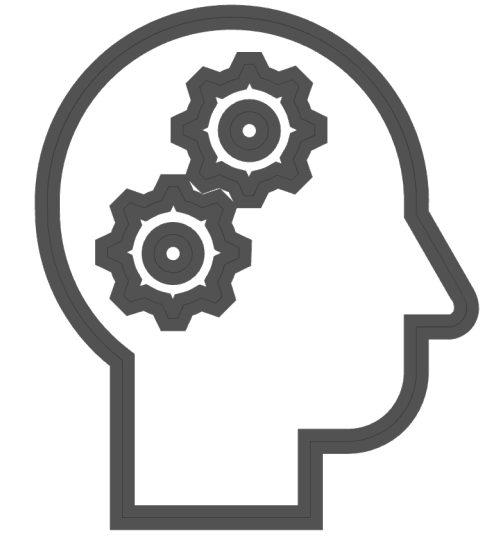
OMoC migration



On-Prem to Cloud



Expansion



Sterling Intelligent Promising



Call Center, Store, Order Hub



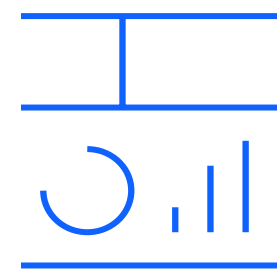
Holiday Peak Season

IBM OMS Holiday Readiness

Our Mission Statement

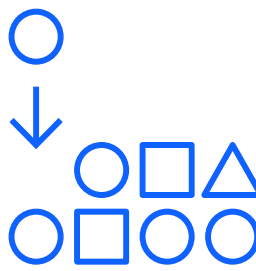
- ✓ 2023-03 | [Journey to Peak Success](#)
- ✓ 2023-05 | [Payment Integration](#)
- ✓ 2023-08 | [Best Practices](#)
- ✓ 2023-09 | [Panel Discussion](#)
- ✓ 2023-10 | [Peak Day Preparedness](#)
- ✓ 2024-04 | [2024 Kickoff Retrospect](#)

In case you missed it...
ibm.biz/IBM-OMS-HolidayReadiness



Stable Platform

Continuous improvement of platform and monitoring, with focus on performance, stability, reliability



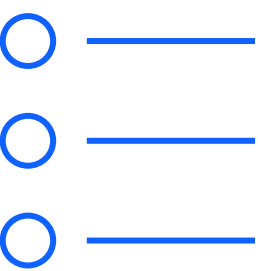
Best Practices

Establish, expand and apply a robust collection of proven self-help best practices focused on peak season success



Proactive Engagement

Early and regular identification, communication, and mitigation of potential risks



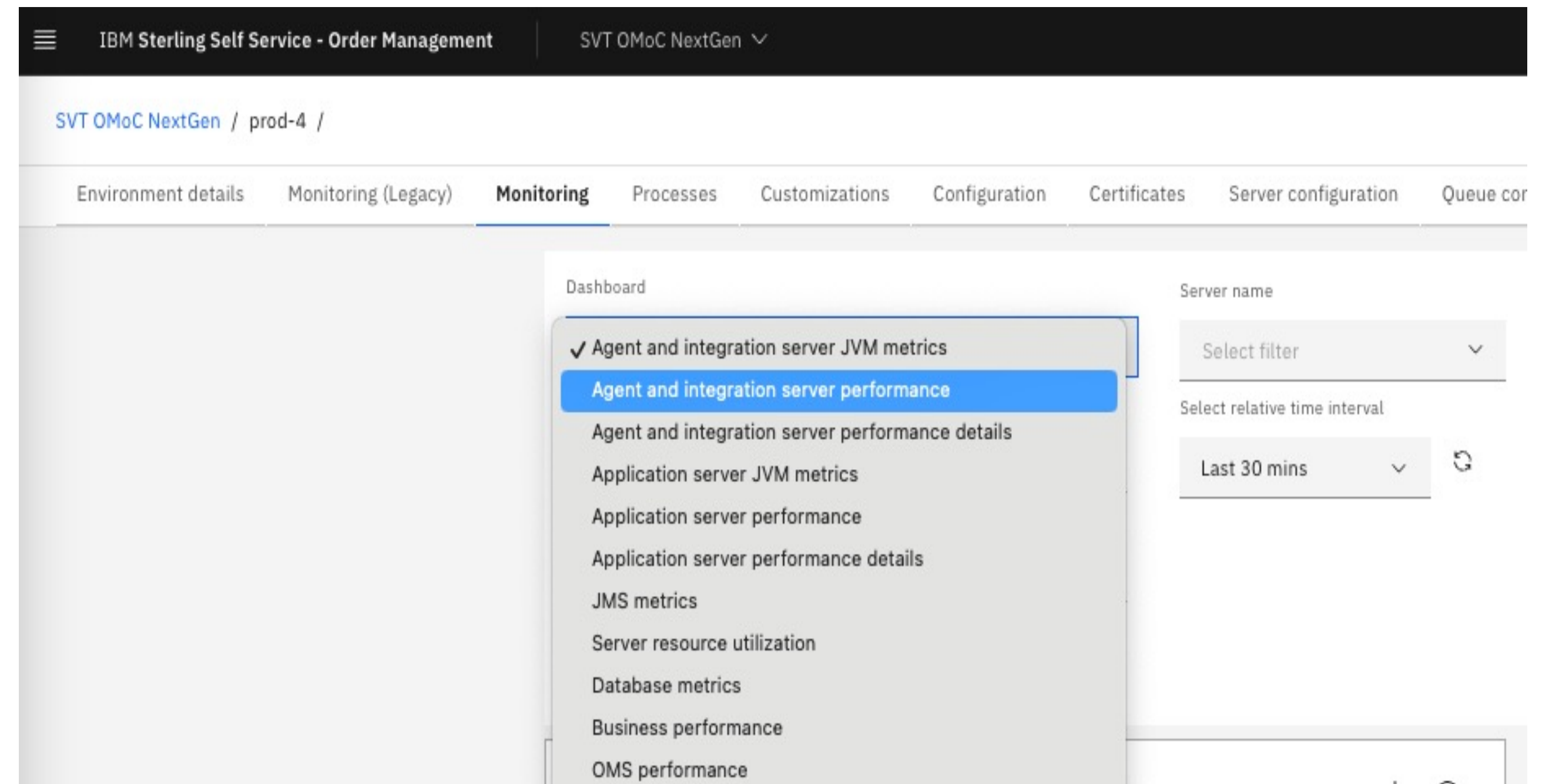
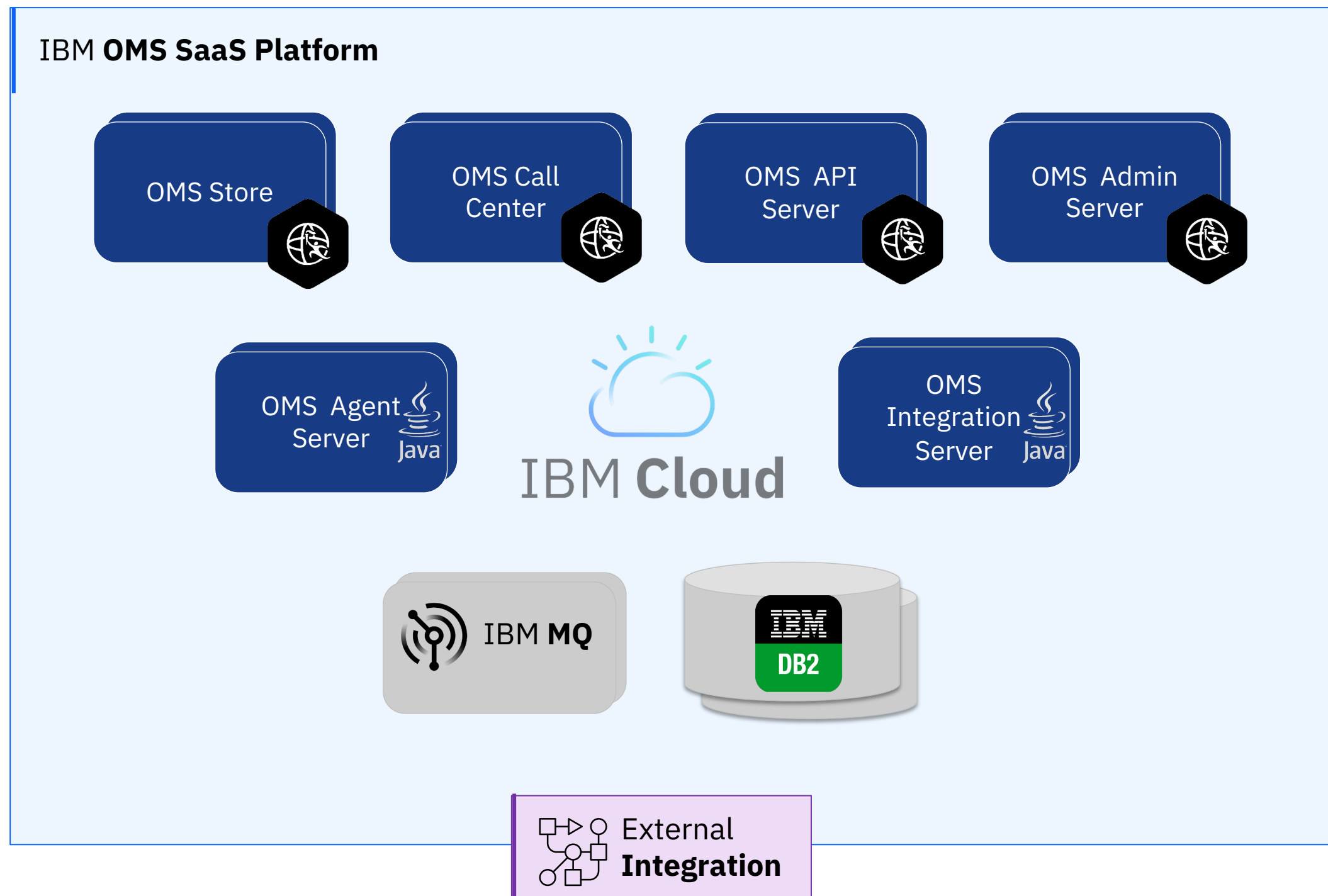
Prescriptive Guidance

Deeper partnership with specific clients in need of direct analysis and prescriptive guidance via Advanced Support and Expertise Connect

IBM Sterling Self Service – Order Management

Full Stack **Observability**

The charts in the different dashboards provide information about the metrics, usage and performance of the application giving you **complete visibility** into performance of your **production** and **preproduction** environment.

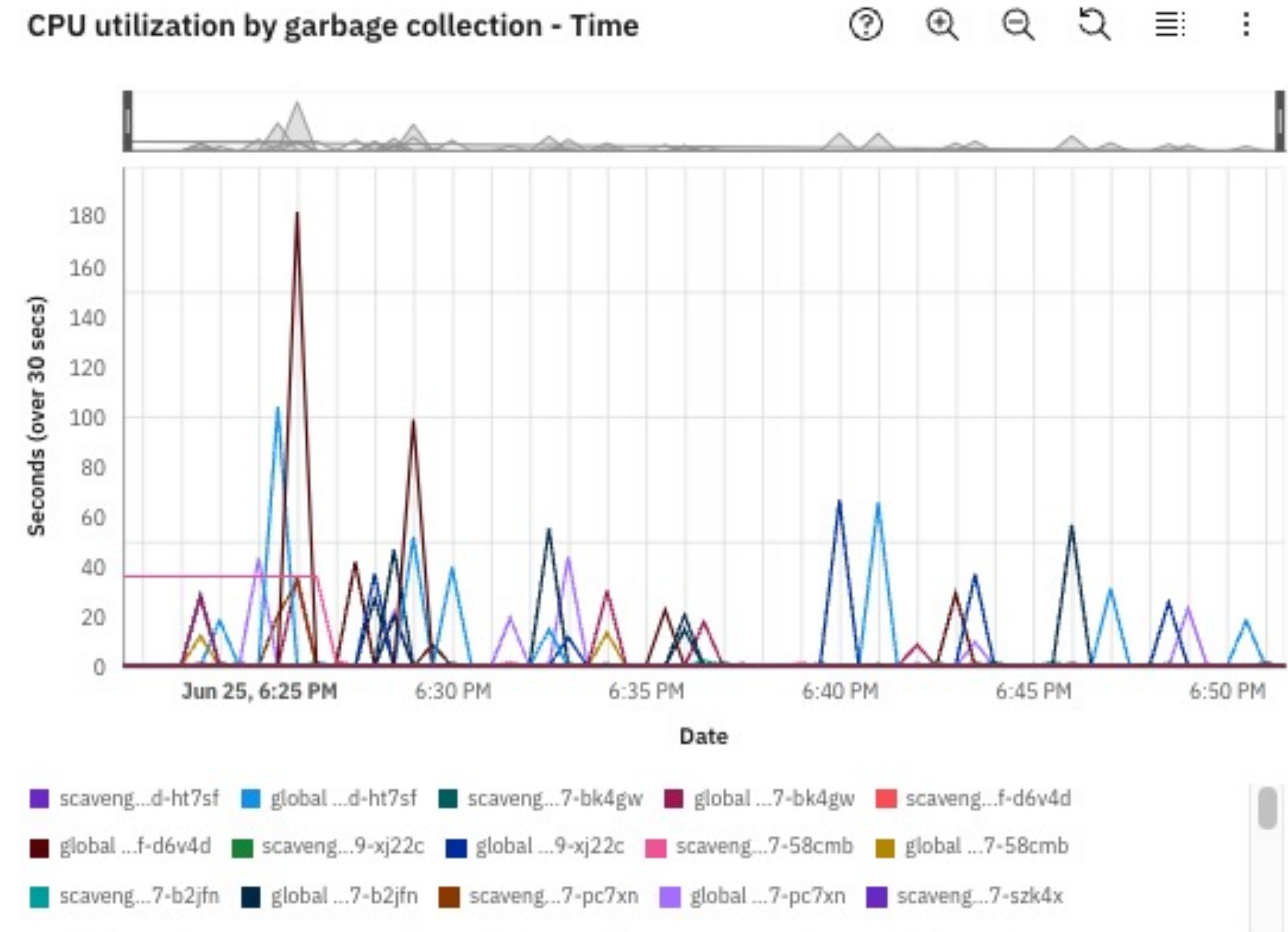
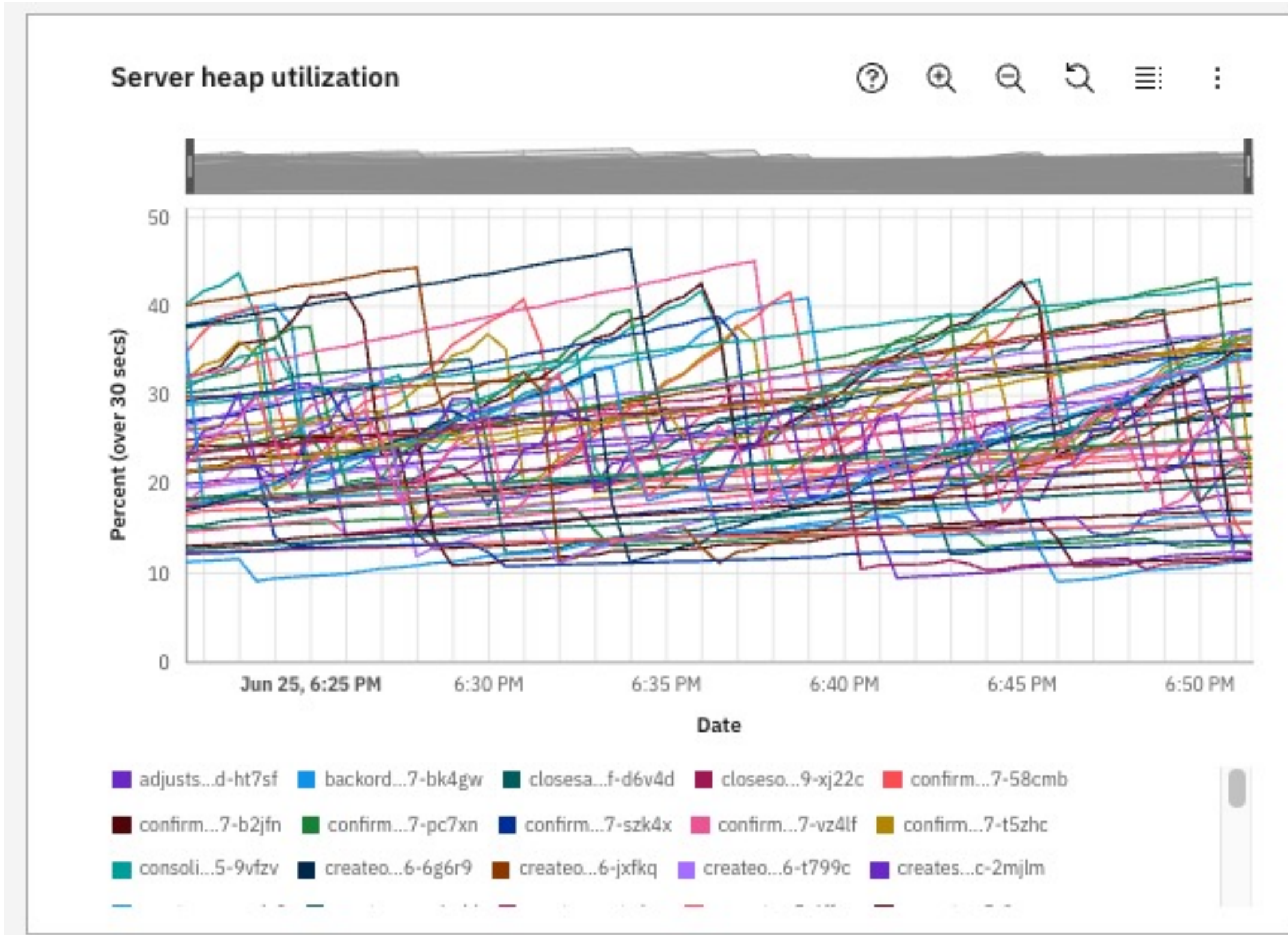


Learn more about Self Service Dashboards [here](#)

Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

App, Agent & Integration Server

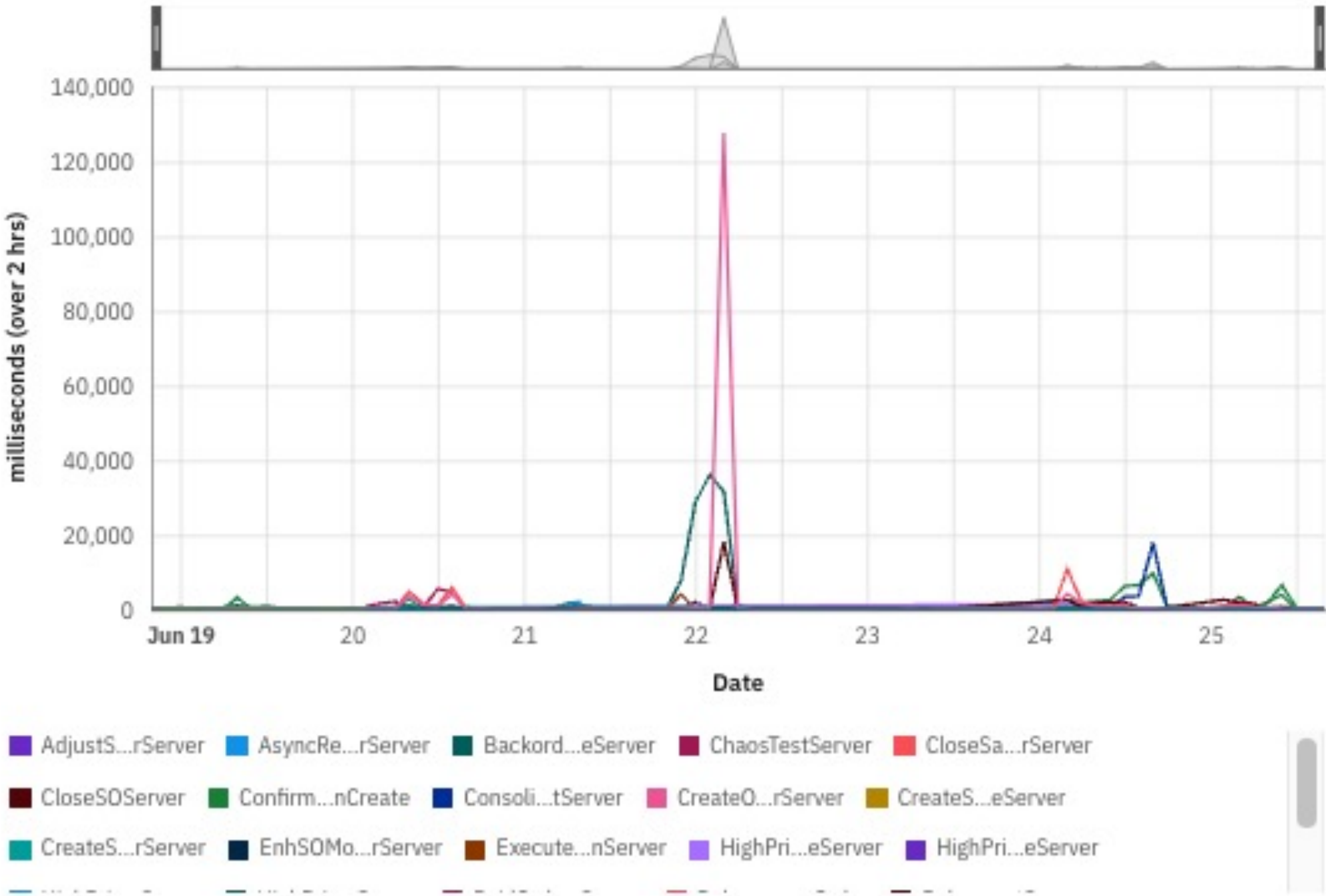


Key Widgets & KPIs

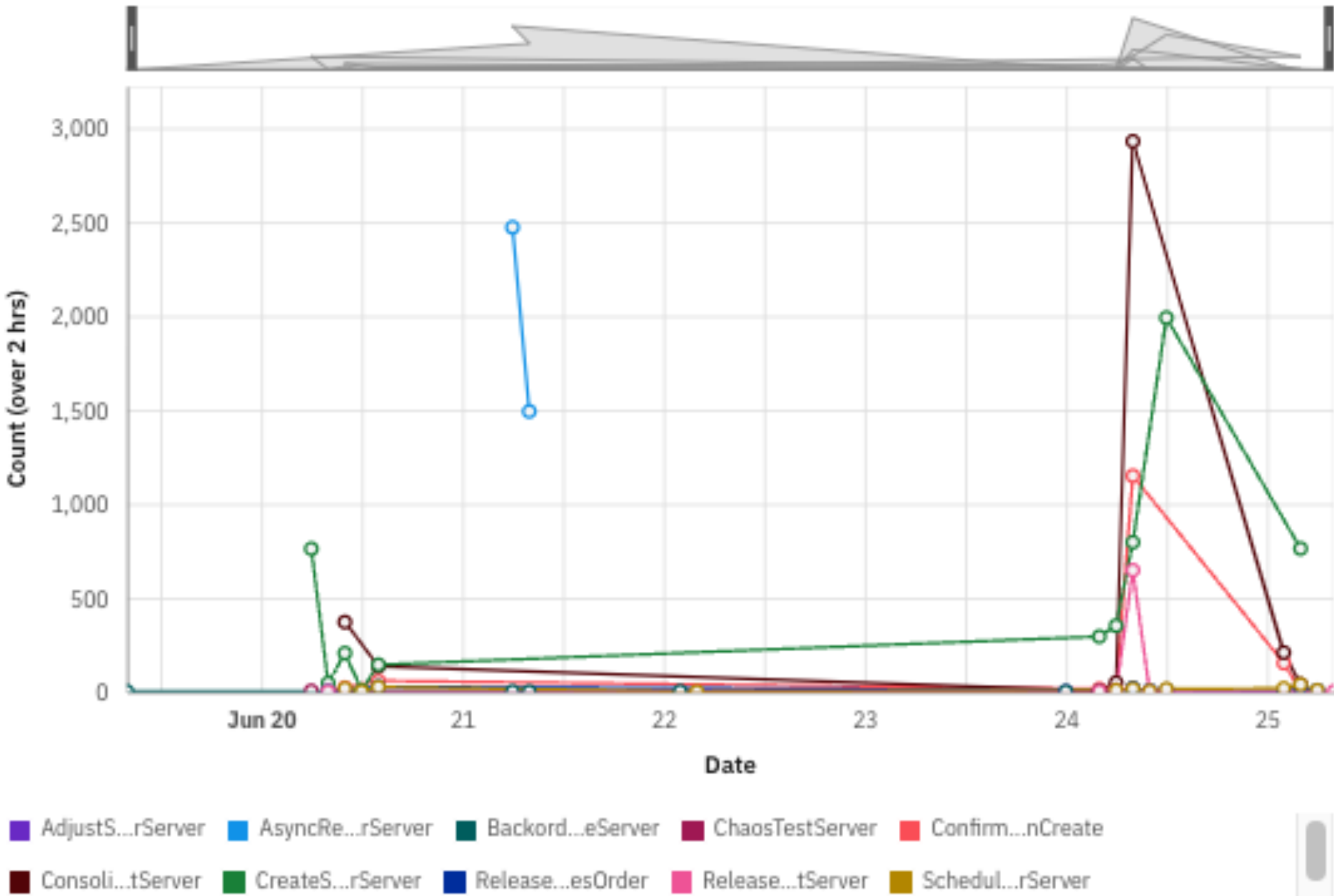
The charts in the different dashboards provide information about the metrics, usage and performance of the application.

App, Agent & Integration Server

Server response time



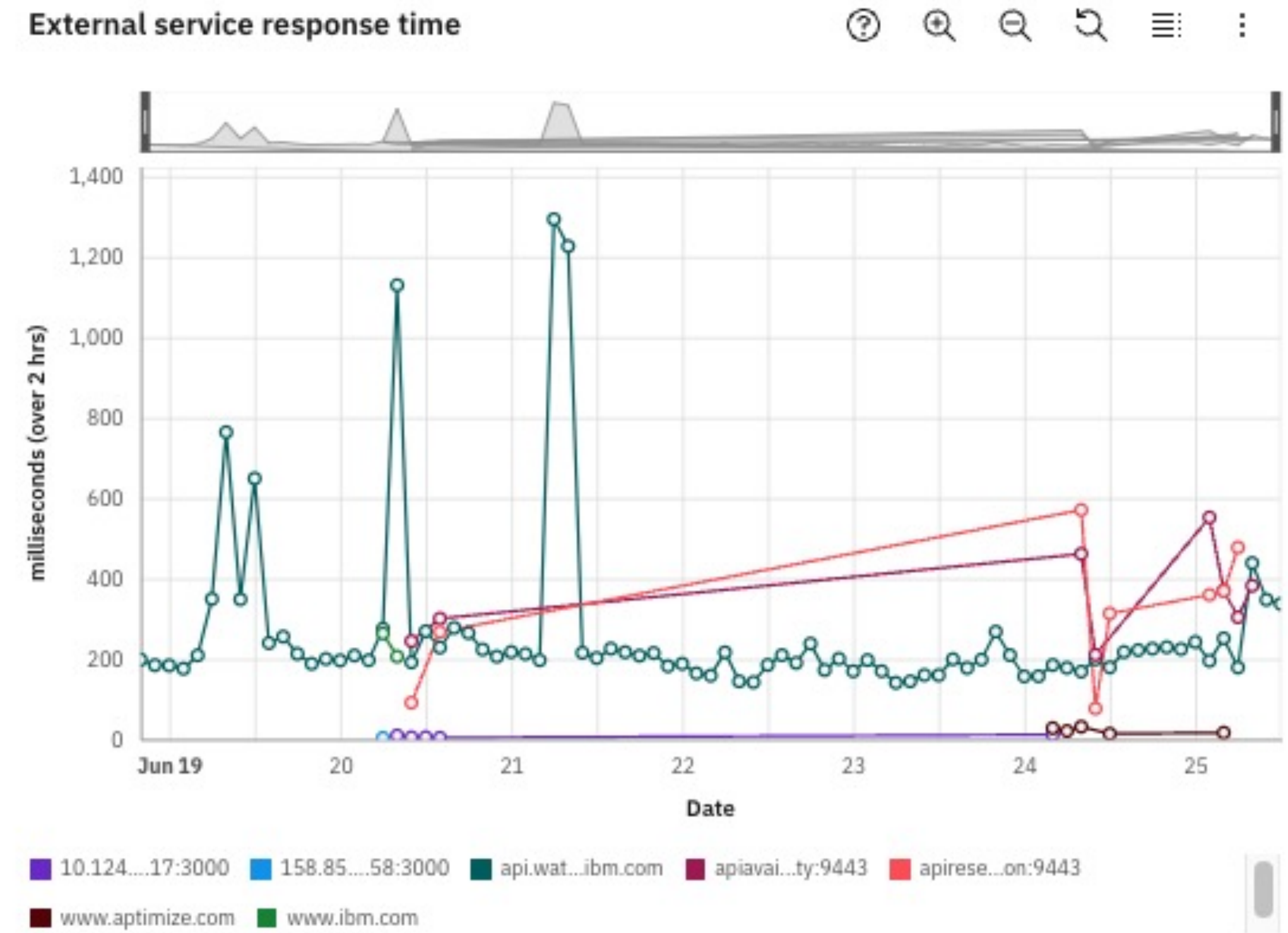
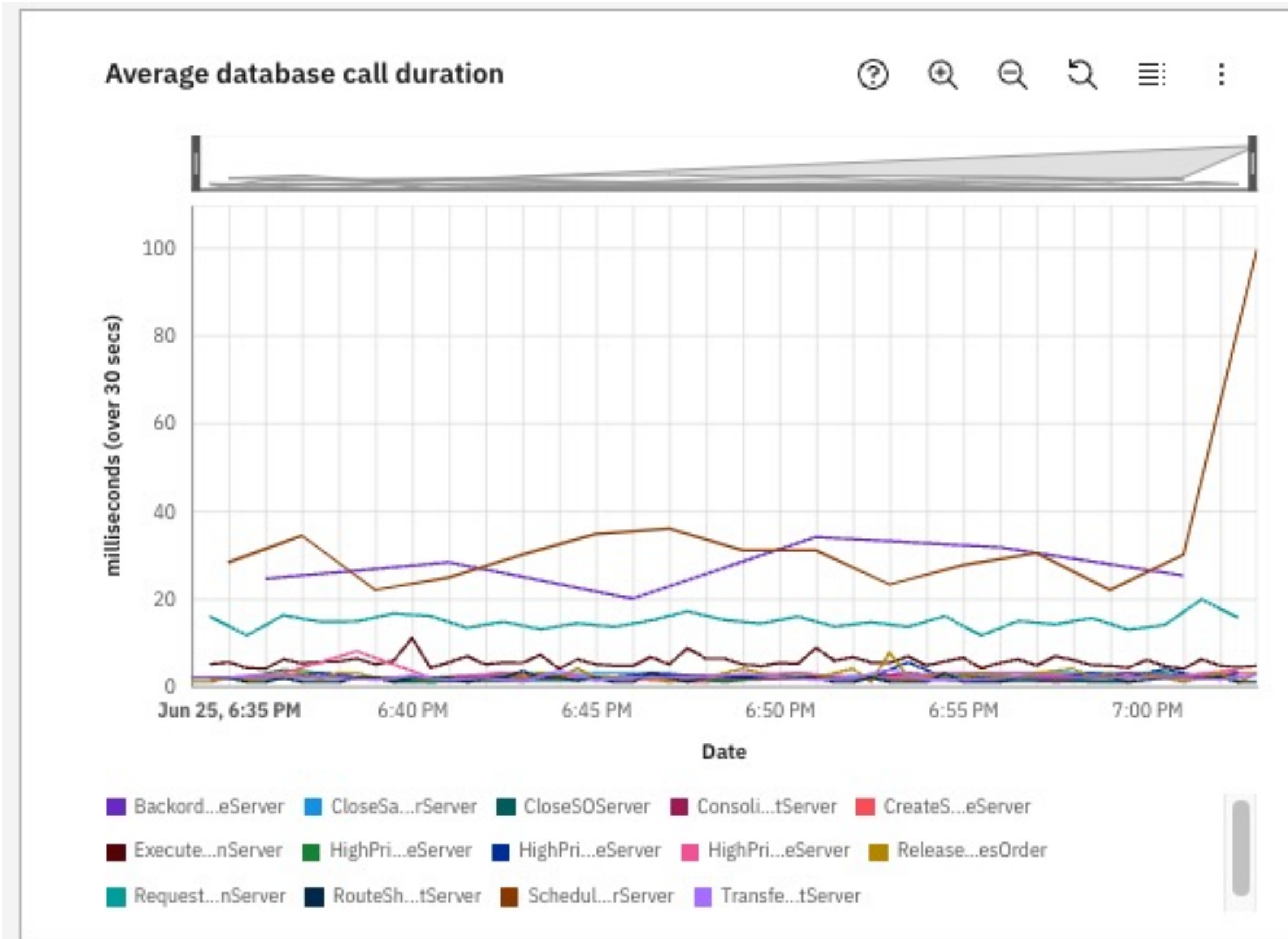
Error count by application



Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

App, Agent & Integration Server

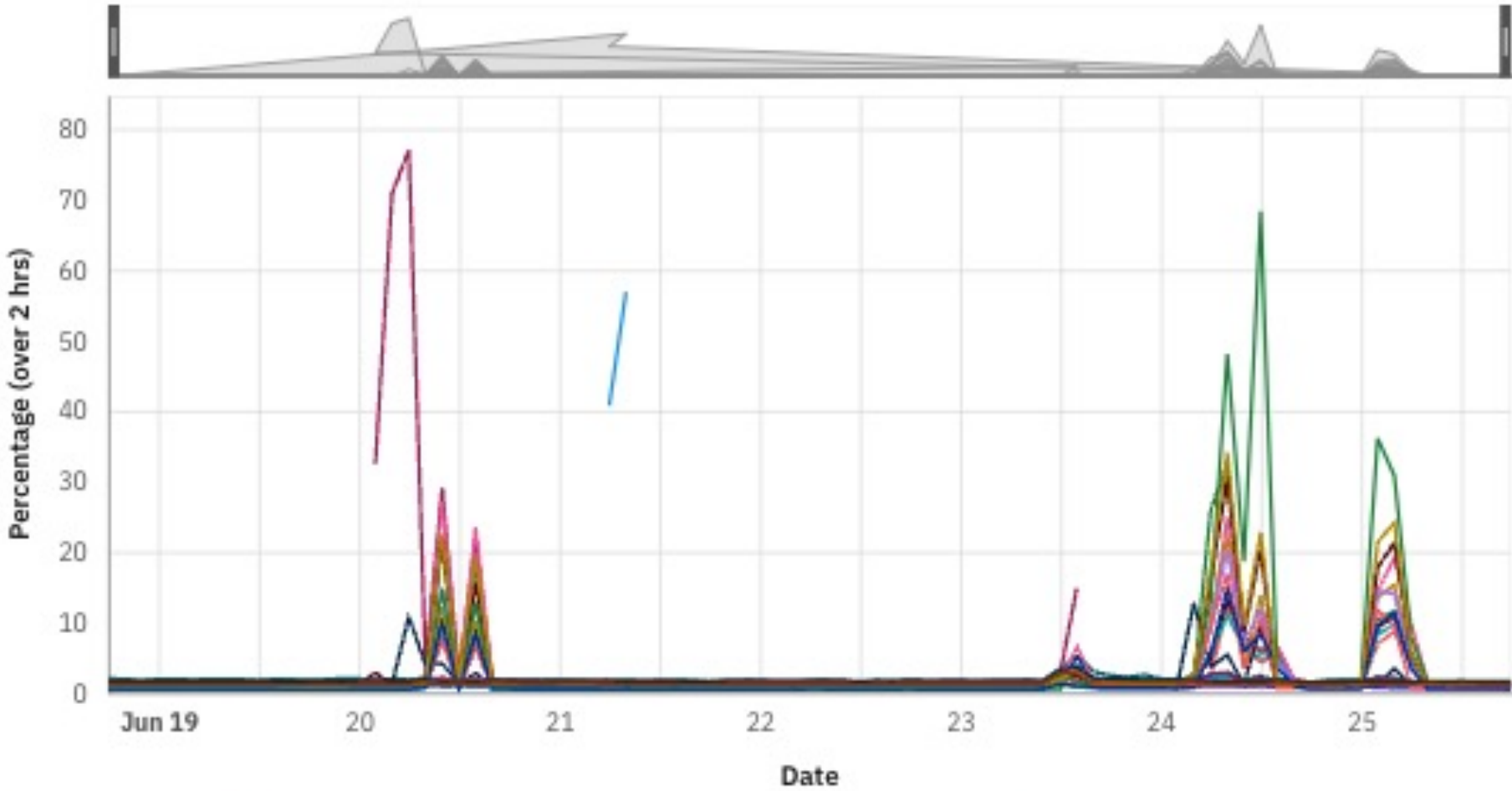


Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

Agent & Integration Server

CPU utilization



- AdjustS...rServer
- AsyncRe...rServer
- Backord...eServer
- ChaosTestServer
- CloseSO...Server
- CloseSa...rServer
- Confirm...nCreate
- Confirm...hipment
- Consoli...tServer
- CreateO...rServer
- CreateS...eServer
- CreateS...rServer
- EnhSOMo...rServer
- Execute...nServer
- HighPri...eServer

Performance profile distribution

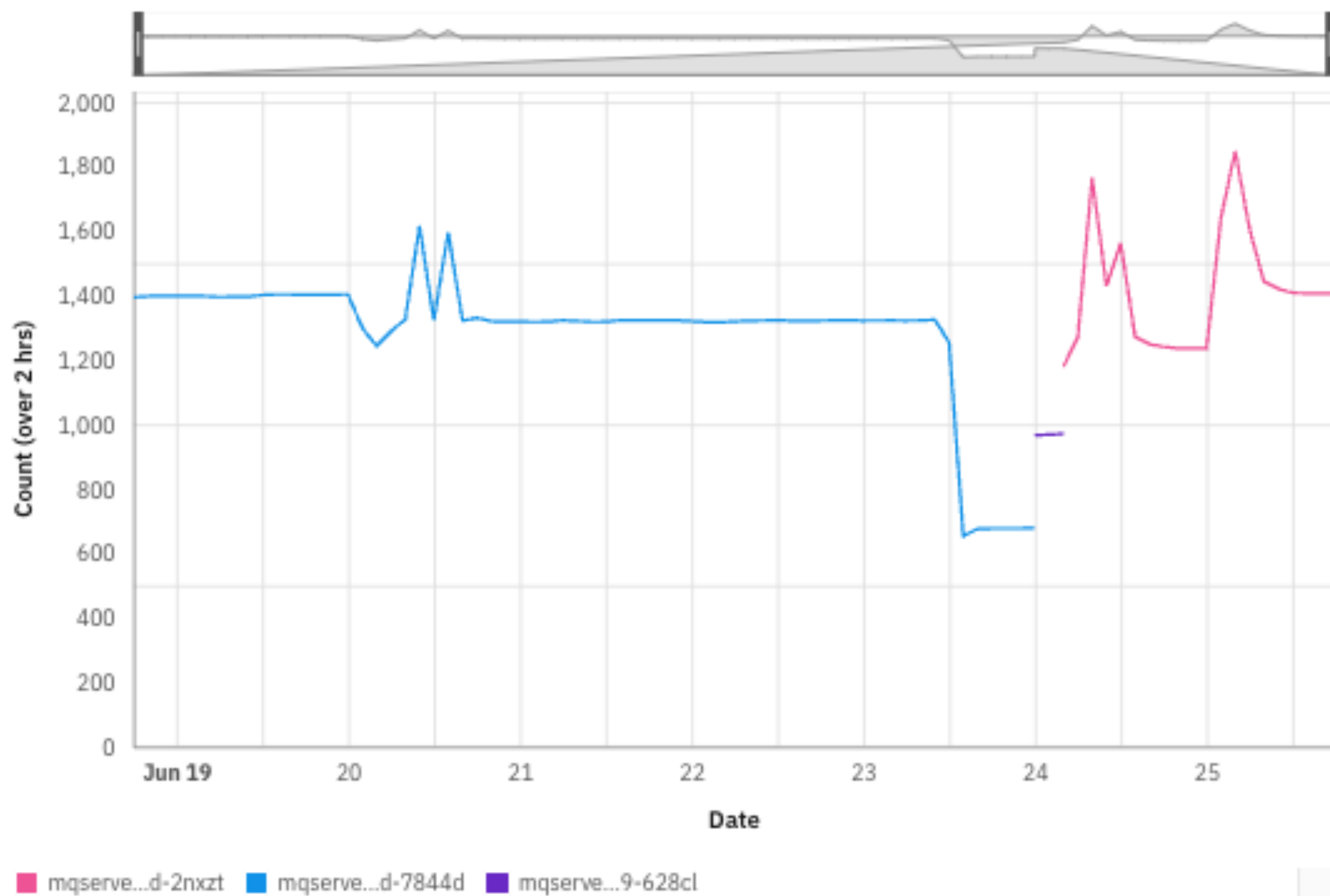
Agent server profile	Count
Balanced	102
Compute	28
Memory	29

Key Widgets & KPIs

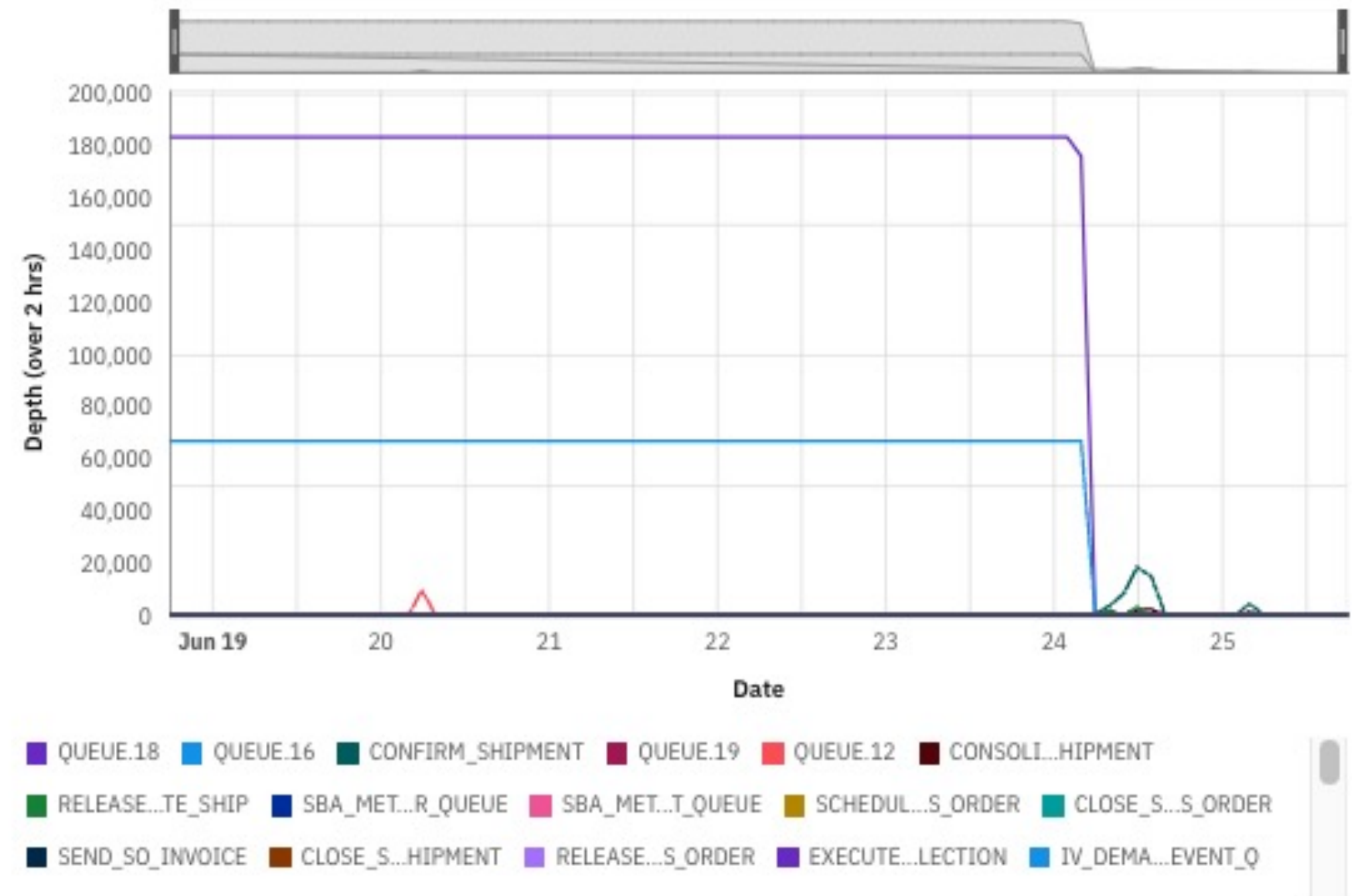
The charts in the different dashboards provide information about the metrics, usage and performance of the application.

IBM MQ (JMS Metrics)

Connection count



Queue depth



Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

Database Metrics

Queries with high elapsed time

Elapsed Time	Statement	Client Application Name	Activity Type	Activity State
24 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	INT&ConsolidateShipmentServer&AgentServer	IDLE	READ_DML
15.36 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	INT&ExecuteSOCollectionServer&AgentServer	EXECUTING	READ_DML
15 sec	SELECT * FROM SYSCAT.INDEXES WHERE INDSHEMA = ? AND INDNAME = ? WITH UR	DBeaver 23.3.1 - Metadata	IDLE	READ_DML
14.2 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	INT&RequestSOPaymentCollectionServer&AgentServer	EXECUTING	READ_DML
13.48 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	INT&ConsolidateShipmentServer&AgentServer	EXECUTING	READ_DML

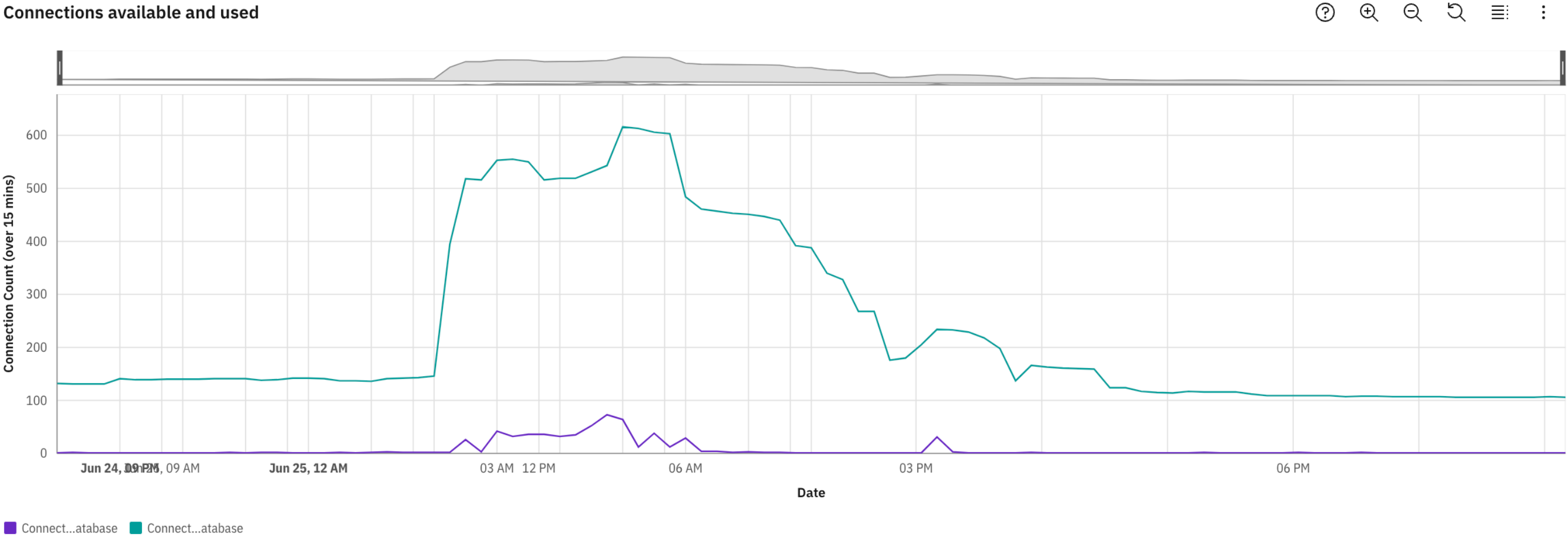
Queries with high lock wait

Elapsed Time	Req. Client Statement	Req. Client Account	Req. Appl Handle	Hold Client Account	Hold Client Statement
56 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	AGT&DefaultAdapter&ConsolidateShipmentRETAIL&ConsolidateShipmentServer&ConsolidateShipmentRETAIL Thread 73 PID 27@oms-svtom-prod-4-consolidateshipmentserver-7795858cc5-9vfzv	27752	API&confirmShipment&--&ConfirmShipmentOnCreate&ConfirmShipmentOnCreate Thread 72 PID 85@oms-svtom-prod-4-confirmshipmentoncreate-c48b7cf7-pc7xn	-
55 sec	SELECT YFS_ORDER_HEADER.* FROM YFS_ORDER_HEADER YFS_ORDER_HEADER WHERE (YFS_ORDER_HEADER.ORDER_HEADER_KEY = ?) FOR UPDATE	AGT&DefaultAdapter&ConsolidateShipmentRETAIL&ConsolidateShipmentServer&ConsolidateShipmentRETAIL Thread 77 PID 27@oms-svtom-prod-4-consolidateshipmentserver-7795858cc5-9vfzv	27931	API&confirmShipment&--&ConfirmShipmentOnCreate&ConfirmShipmentOnCreate Thread 73 PID 27@oms-svtom-prod-4-confirmshipmentoncreate-c48b7cf7-b2jfn	-

Key Widgets & KPIs

The charts in the different dashboards provide information about the metrics, usage and performance of the application.

Database Metrics



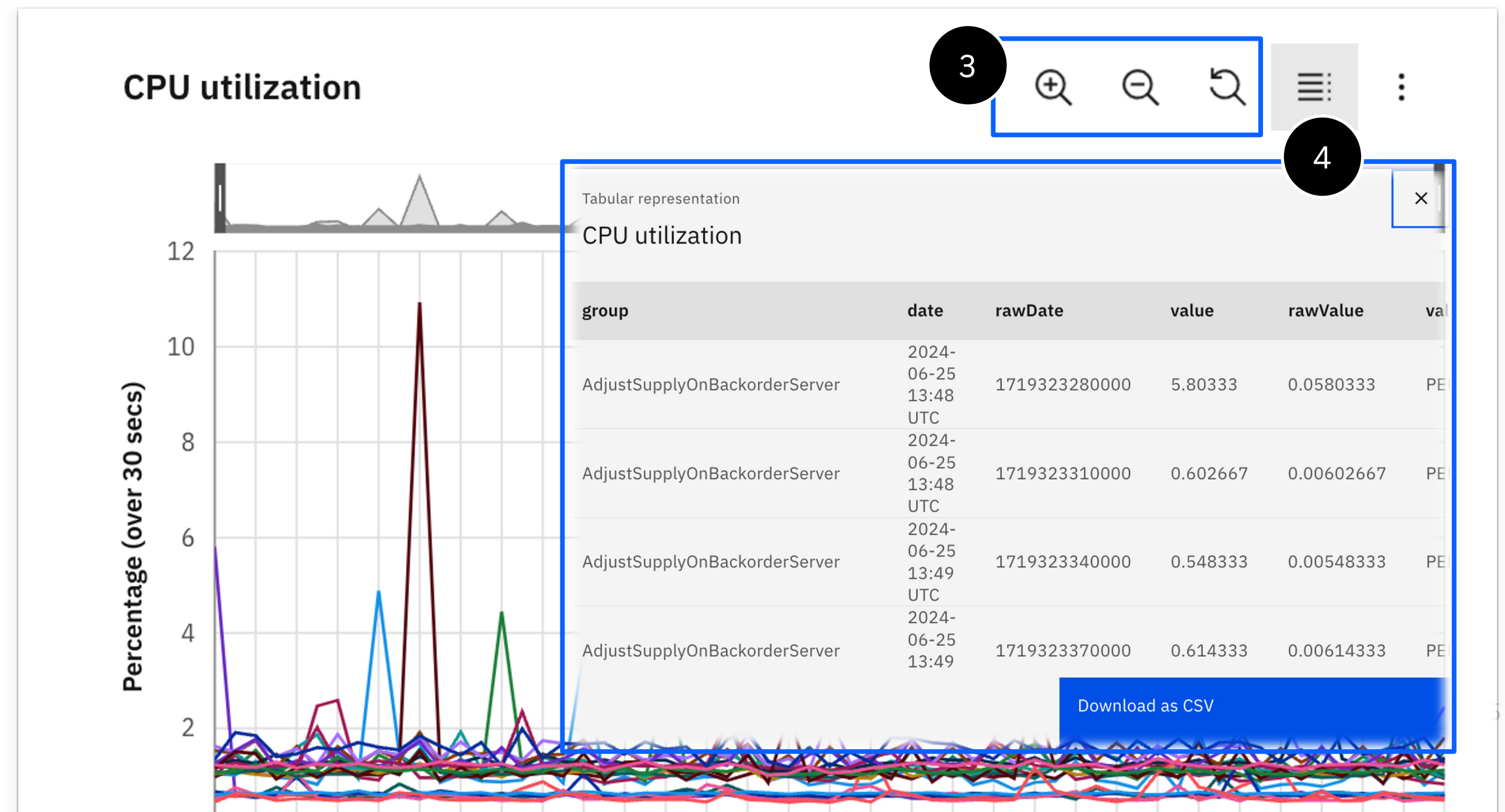
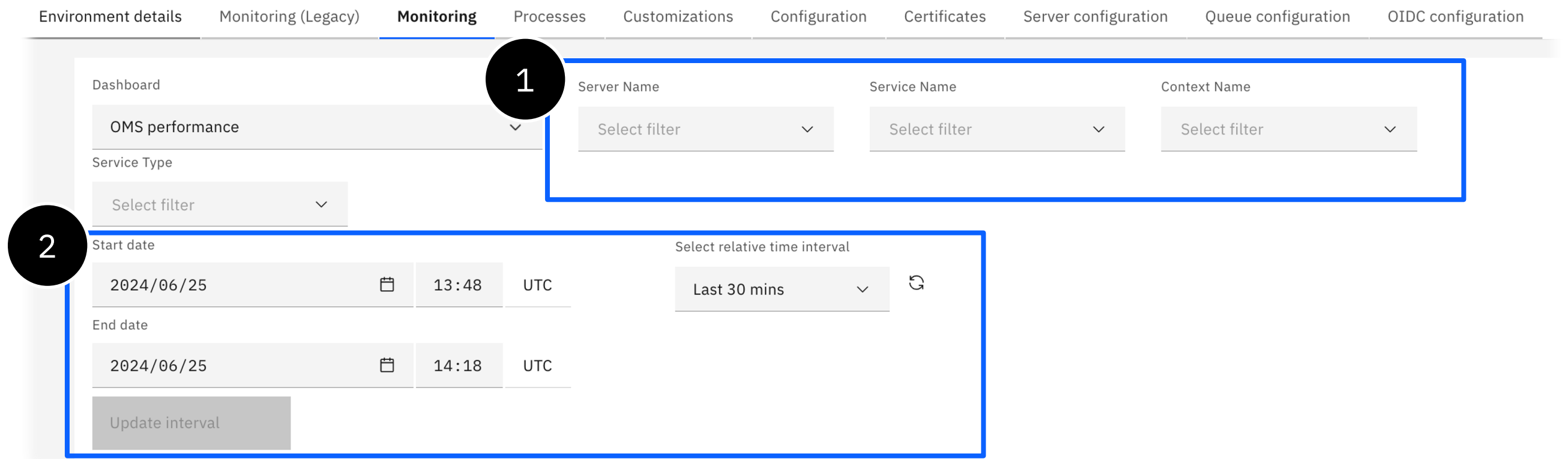
Tables with high size and cardinality

Statement	Table Size	Card
YFS_ORDER_AUDIT_DETAIL	219,337,000 KB	-
YFS_ASYNC_REQ	150,934,000 KB	-
YFS_ORDER_RELEASE_STATUS	108,337,000 KB	-
YFS_AUDIT	107,712,000 KB	-
YFS_ORDER_LINE	89,310,200 KB	-
YFS_ORDER_LINE_SCHEDULE	68,199,300 KB	-
YFS_CHARGE_TRANSACTION	54,497,300 KB	-
YFS_SHIPMENT_LINE	44,904,700 KB	-
YFS_ORDER_AUDIT_LEVEL	42,247,200 KB	-
YPM_PRICELIST_LINE	29,218,400 KB	-
YFS_STATISTICS_DETAIL	26,218,400 KB	-

Recent Enhancements

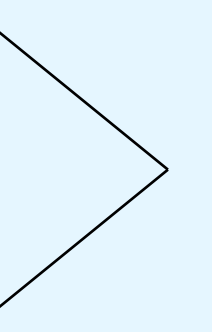
The charts in the different dashboards provide information about the metrics, usage and performance of the application.

1. Ability to filter dashboard using one or more facets
2. Predefined / custom time picker across all widgets in the dashboard.
3. Granular zoom in, view specific points on a mouse over and make the widgets full screen.
4. Download raw metric data in CSV format
5. Additional dashboards with logically grouped widgets for ease of navigation and correlation.
6. Sort the metrics table on any column
7. Ordered result set for timeseries chart (JMS, Server Resource Utilization)



Learn more about Self Service Dashboards [here](#)

Self Service Dashboard Demo – Use Cases



Use Case 1

Time-out exceptions on the frontend

eCommerce frontend system product browsing/checkout pages are having extreme slowness



Frontend system calls to OMS are failing

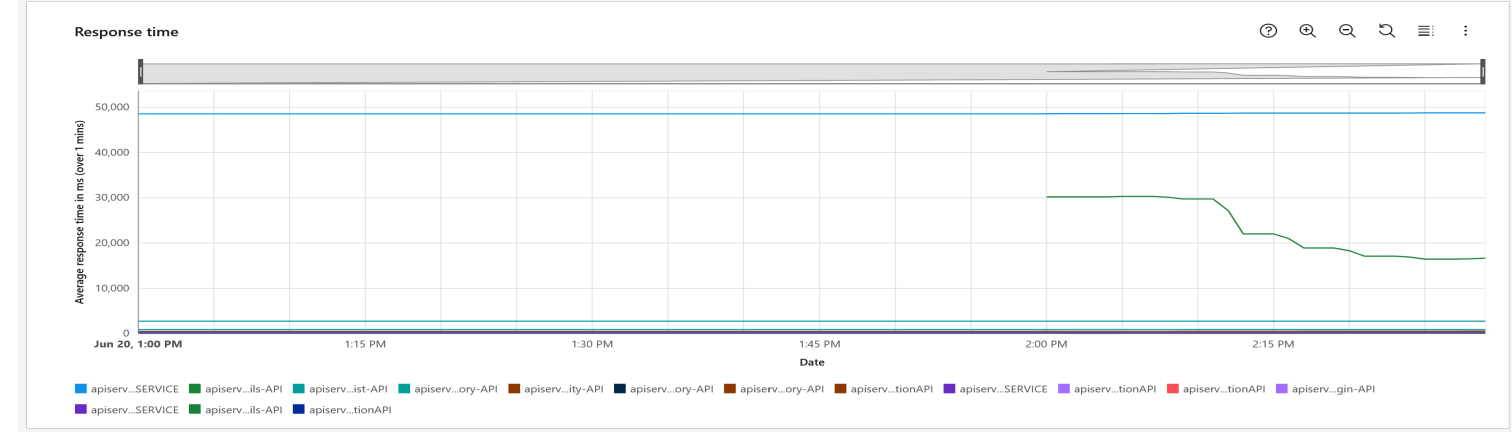
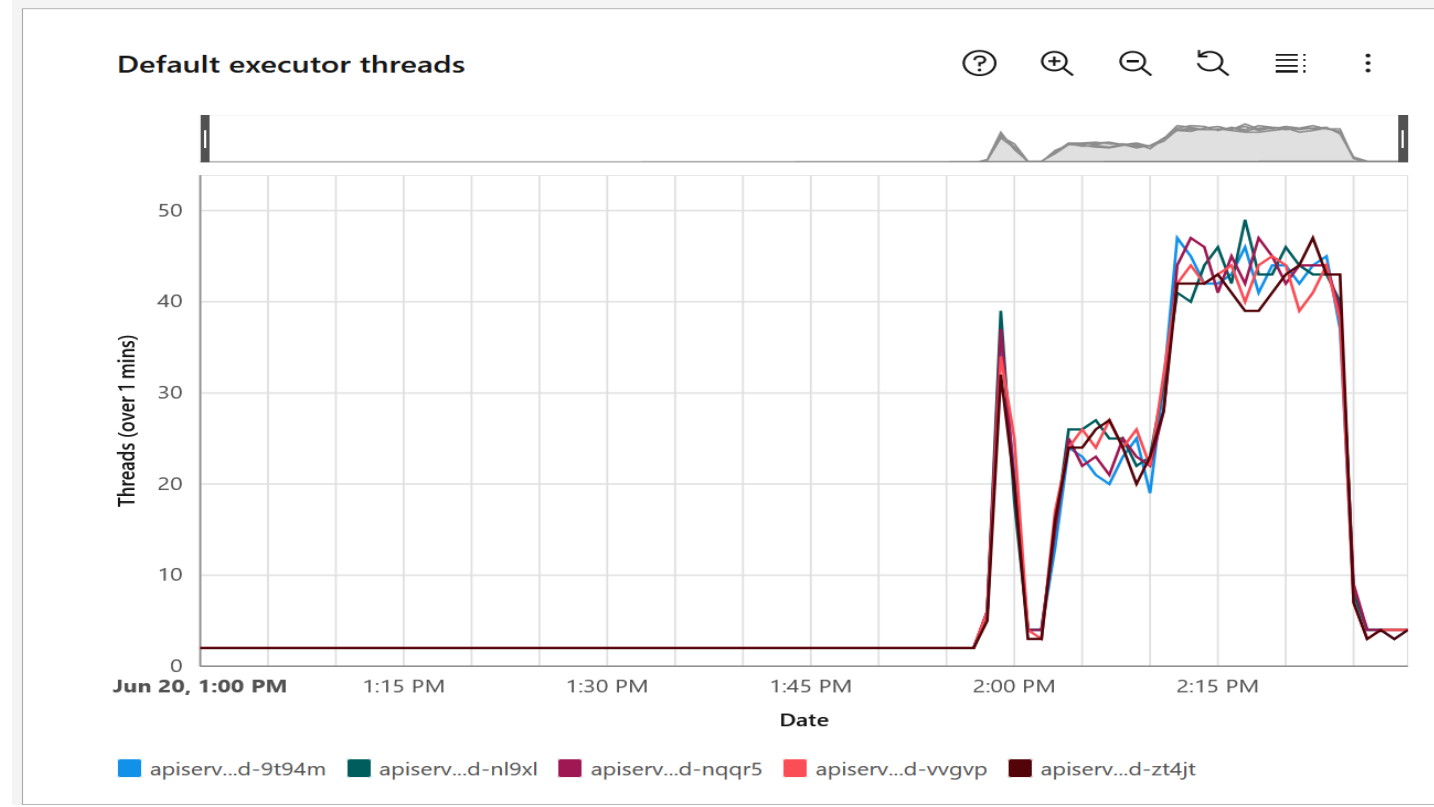
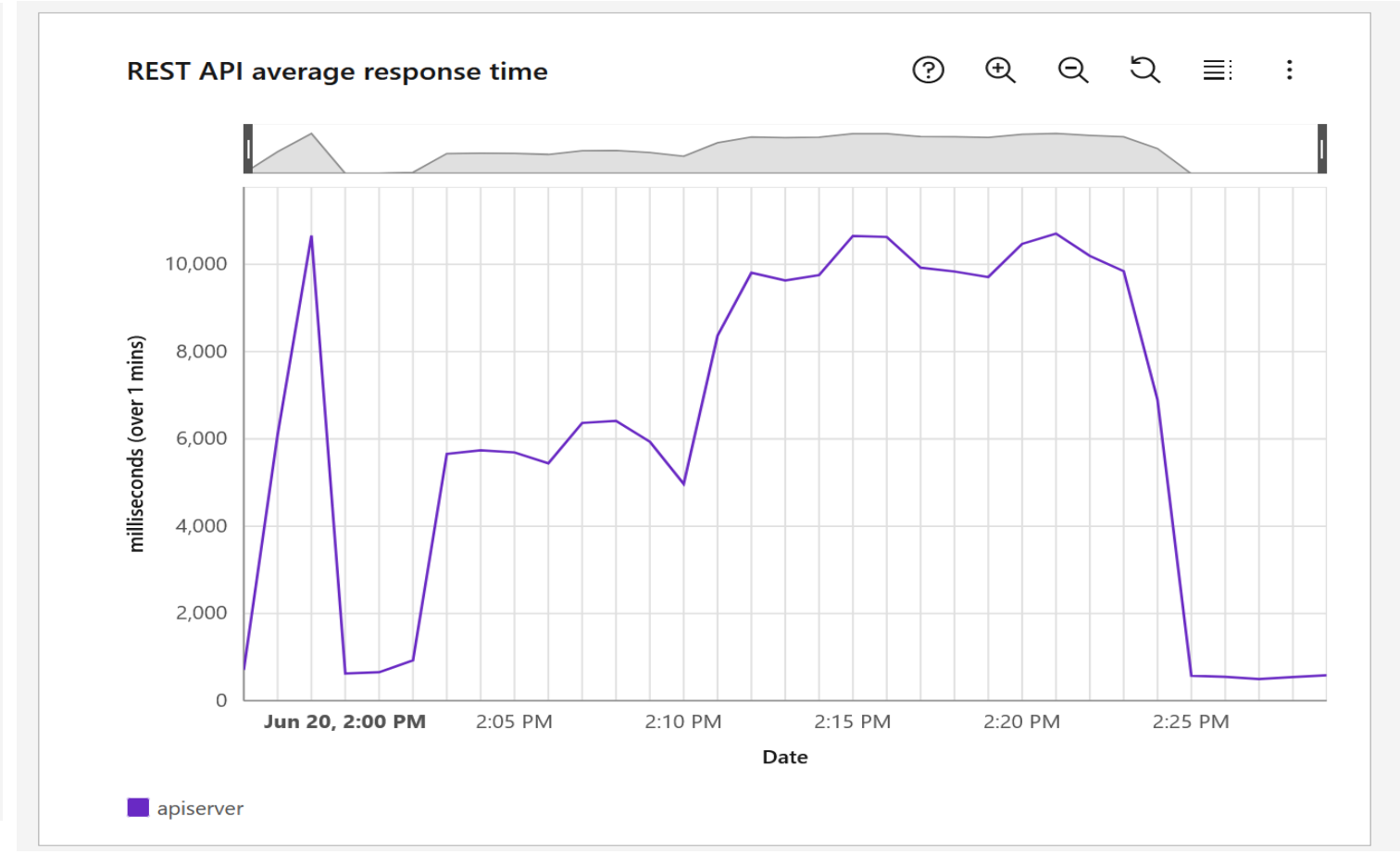
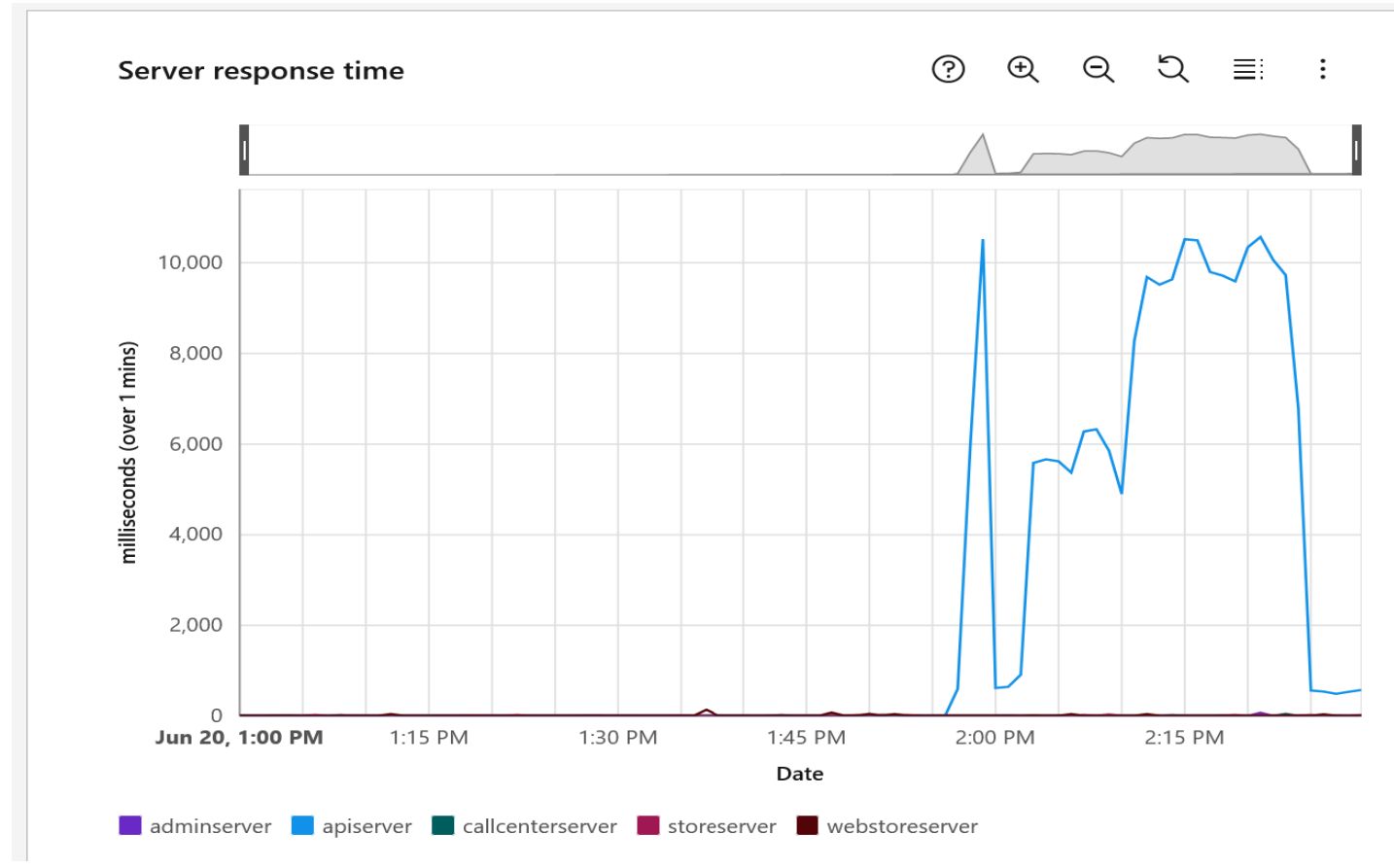


OMS internal calls are noticing 'read timeout' error.



OMS apiserver response time is degraded causing further impact on other parts of system

Issue symptoms and related SST dashboard widgets:



Queries with high elapsed time

Elapsed Time	Statement	Client Application Name	Activity Type	Activity State
14.06 sec	SELECT YFS_ORDER_HEADER.TAX,YFS_ORDER_HEADER.REPORTING_CONVERSION_DATE,YFS_ORDER_HEADER.PRICE_PROGRAM_KEY,YFS_ORDER_HEADER.CUSTCARRIER_ACCOUNT_NO,YFS_ORDER_HEADER.ORDER_TYPE,YFS_ORDER_HEADER.CURRENCY,YFS_ORDER_HEADER.CONTACT_KEY,YFS_ORDER_HEADER.RETURN_BY_GIFT_RECIPIENT,YFS_ORDER_HEADER.ENTERPRISE_KEY,YFS_ORDER_HEADER.NOTIFY_AFTER_SHIPMENT_FLAG,YFS_ORDER_HEADER.EXCHANGE_TYPE,YFS_ORDER_HEADER.PAYMENT_STATUS,YFS_ORDER_HEADER.SOURCING_CLASSIFICATION,YFS_ORDER_HEADER.CARRIER_SERVICE_CODE,YFS_ORDER_HEADER.PRIORITY_NUMBER,YFS_ORDER_HEADER.BUYER_ORGANIZATION_CODE,YFS_ORDER_HEADER.PERSONALIZE_CODE,YFS_ORDER_HEADER.AUTHORIZATION_EXPIRATION_DATE,YFS_ORDER_HEADER.RECEIVING_NODE,YFS_ORDER_HEADER.CUSTOMER_EMAILID,YFS_ORDER_HEADER.ENTERPRISE_CURRENCY,YFS_ORDER_HEADER.TERMS_CODE,YFS_ORDER_HEADER.SELLER_ORGANIZATION_CODE,YFS_ORDER_HEADER.NOTIFICATION_TYPE,YFS_ORDER_HEADER.TAX_EXEMPT_FLAG,YFS_ORDER_HEADER.TOTAL_ADJUSTMENT_AMOUNT,YFS_ORDER_HEADER.PENDING_TRANSFER_IN,YFS_ORDER_HEADER.REQ_CANCEL_DATE,YFS_ORDER_HEADER.AUTO_CANCEL_DATE,YFS_ORDER_HEADER.ORDER_NAME,YFS_ORDER_HEADER.BILL_TO_KEY,YFS_ORDER_HEADER.HOLD_REASON_CODE,YFS_ORDER_HEADER.PRIORITY_CODE,YFS_ORDER_HEADER.DELIVERY_CODE,YFS_ORDER_HEADER.RETURN_OH_KEY_FOR_EXCHANGE,YFS_ORDER_HEADER.ORDER_NO,YFS_ORDER_HEADER.SEARCH_CRITERIA_1,YFS_ORDER_HEADER.ORIGINAL_TOTAL_AMOUNT,YFS_ORDER_HEADER.SEARCH_CRITERIA_2,YFS_ORDER_HEADER.SCAC,YFS_ORDER_HEADER.DRAFT_ORDER_FLAG,YFS_ORDER_HEADER.RECREATE_AUTHORIZATIONS,YFS_ORDER_HEADER.REQ_SHIP_DATE,YFS_ORDER_HEADER.DIVISION,YFS_ORDER_HEADER.SHIP_TO_ID,YFS_ORDER_HEADER.ENTERED_BY,YFS_ORDER_HEADER.SHIP_TO_KEY,YFS_ORDER_HEADER.REPORTING_CONVERSION_RATE,YFS_ORDER_HEADER.SHIP_TO_KEY,YFS_ORDER_HEADER.ORIGINAL_TAX,YFS_ORDER_HEADER.VENDOR_ID,YFS_ORDER_HEADER.REQ_DELIVERY_DATE,YFS_ORDER_HEADER		EXECUTING	READ_DML

Root cause:

Queries with high lock wait

Elapsed Time	Req. Client Statement	Req. Client Account	Req. Appl Handle	Hold Client Account	Hold Client Statement
30 sec	SELECT YFS_ORDER_HEADER.TAX,YFS_ORDER_HEADER.REPORTING_CONVERSION_DATE,YFS_ORDER_HEADER.PRICE_PROGRAM_KEY,YFS_ORDER_HEADER.CUSTCARRIER_ACCOUNT_NO,YFS_ORDER_HEADER.ORDER_TYPE,YFS_ORDER_HEADER.CURRENCY,YFS_ORDER_HEADER.CONTACT_KEY,YFS_ORDER_HEADER.RETURN_BY_GIFT_RECIPIENT,YFS_ORDER_HEADER.ENTERPRISE_KEY,YFS_ORDER_HEADER.NOTIFY_AFTER_SHIPMENT_FLAG,YFS_ORDER_HEADER.EXCHANGE_TYPE,YFS_ORDER_HEADER.PAYMENT_STATUS,YFS_ORDER_HEADER.SOURCING_CLASSIFICATION,YFS_ORDER_HEADER.CARRIER_SERVICE_CODE,YFS_ORDER_HEADER.PRIORITY_NUMBER,YFS_ORDER_HEADER.BUYER_ORGANIZATION_CODE,YFS_ORDER_HEADER.PERSONALIZE_CODE,YFS_ORDER_HEADER.AUTHORIZATION_EXPIRATION_DATE,YFS_ORDER_HEADER.RECEIVING_NODE,YFS_ORDER_HEADER.CUSTOMER_EMAILID,YFS_ORDER_HEADER.ENTERPRISE_CURRENCY,YFS_ORDER_HEADER.TERMS_CODE,YFS_ORDER_HEADER.SELLER_ORGANIZATION_CODE,YFS_ORDER_HEADER.NOTIFICATION_TYPE,YFS_ORDER_HEADER.TAX_EXEMPT_FLAG,YFS_ORDER_HEADER.TOTAL_ADJUSTMENT_AMOUNT,YFS_ORDER_HEADER.PENDING_TRANSFER_IN,YFS_ORDER_HEADER.REQ_CANCEL_DATE,YFS_ORDER_HEADER.AUTO_CANCEL_DATE,YFS_ORDER_HEADER.ORDER_NAME,YFS_ORDER_HEADER.BILL_TO_KEY,YFS_ORDER_HEADER.HOLD_REASON_CODE,YFS_ORDER_HEADER.PRIORITY_CODE,YFS_ORDER_HEADER.DELIVERY_CODE,YFS_ORDER_HEADER.RETURN_OH_KEY_FOR_EXCHANGE,YFS_ORDER_HEADER.ORDER_NO,YFS_ORDER_HEADER.SEARCH_CRITERIA_1,YFS_ORDER_HEADER.ORIGINAL_TOTAL_AMOUNT,YFS_ORDER_HEADER.SEARCH_CRITERIA_2,YFS_ORDER_HEADER.SCAC,YFS_ORDER_HEADER.DRAFT_ORDER_FLAG,YFS_ORDER_HEADER.RECREATE_AUTHORIZATIONS,YFS_ORDER_HEADER.REQ_SHIP_DATE,YFS_ORDER_HEADER.DIVISION,YFS_ORDER_HEADER.SHIP_TO_ID,YFS_ORDER_HEADER.ENTERED_BY,YFS_ORDER_HEADER.SHIP_TO_KEY,YFS_ORDER_HEADER.REPORTING_CONVERSION_RATE,YFS_ORDER_HEADER.SHIP_TO_KEY,YFS_ORDER_HEADER.ORIGINAL_TAX,YFS_ORDER_HEADER.VENDOR_ID,YFS_ORDER_HEADER.REQ_DELIVERY_DATE,YFS_ORDER_HEADER	API&getOrderDetail s&--&admin&RestService Thread 6987 PID 24@oms-svtom-prod-4-apiserver-9fdc88d8d-2t4jt	11746		

High error rate for integration server

Application performance is slowed down



Error rate is high for one of the create store order integ server

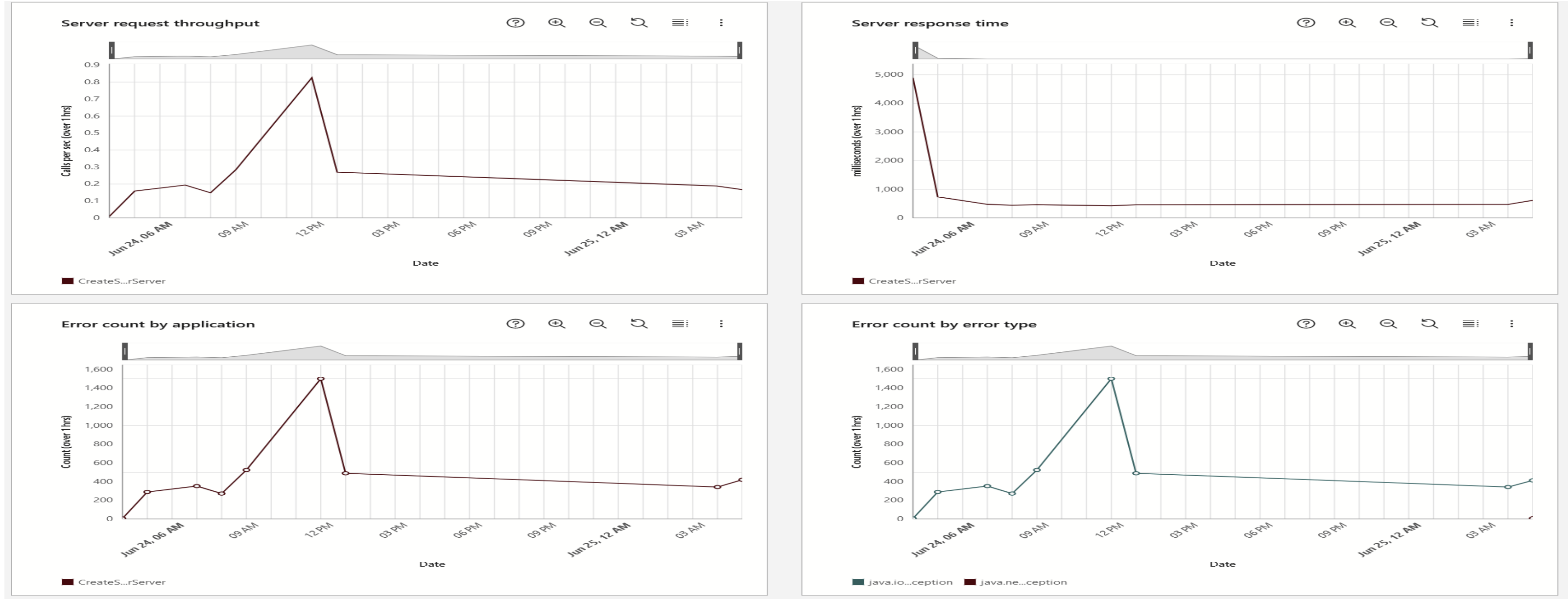


Calls to external system is failing with IOException

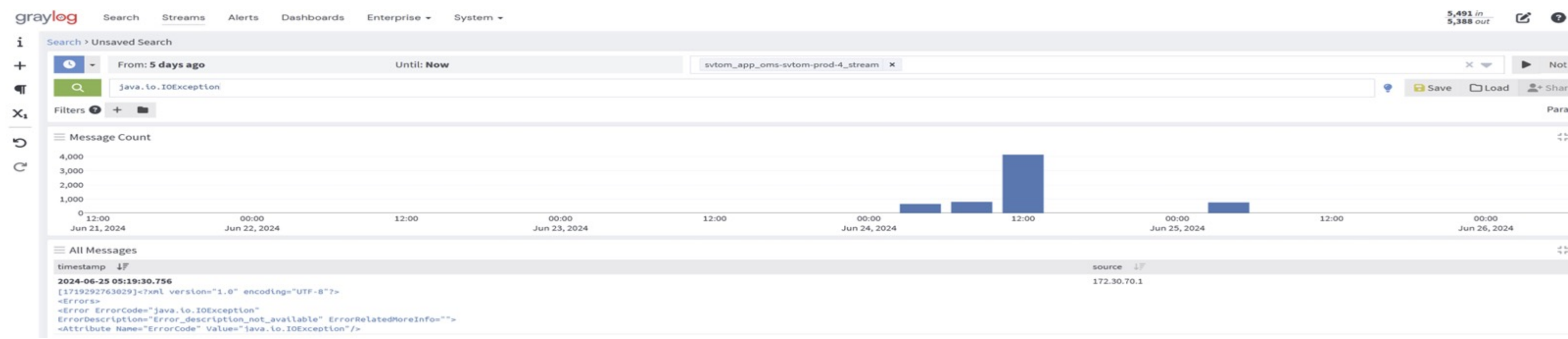


External calls need to be fixed to mitigate the situation

App/Agent-Integ server performance dashboard showing error count details:



Graylog error search linked to SST:



Recommendations:

- Keep a close watch on error count widgets in performance dashboards
- Ensure to run [inbox](#) purge and [reprocess error](#) purge timely

Queue Depth High Alert

You received a proactive case notification from IBM that some of the queue/s are having high queue depth

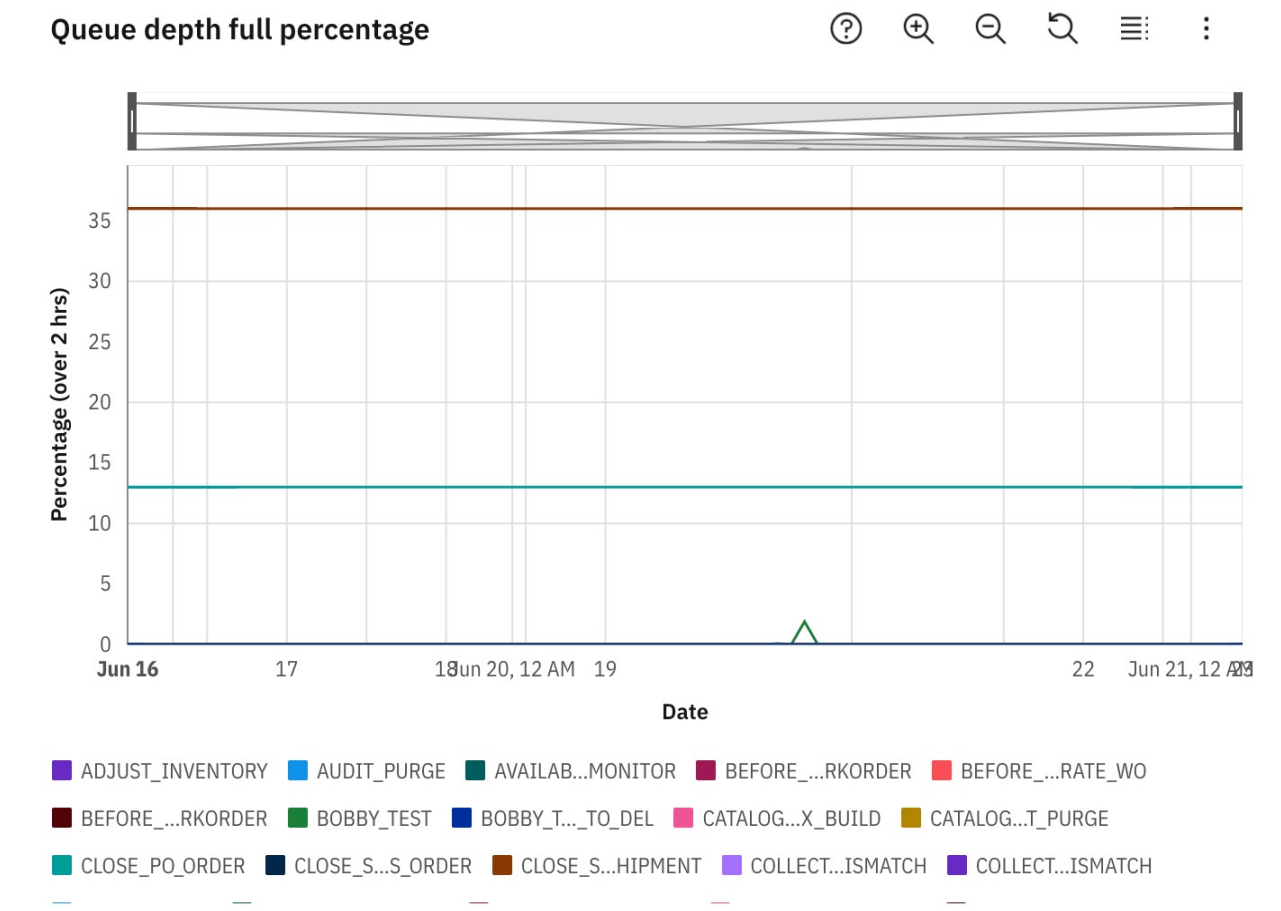
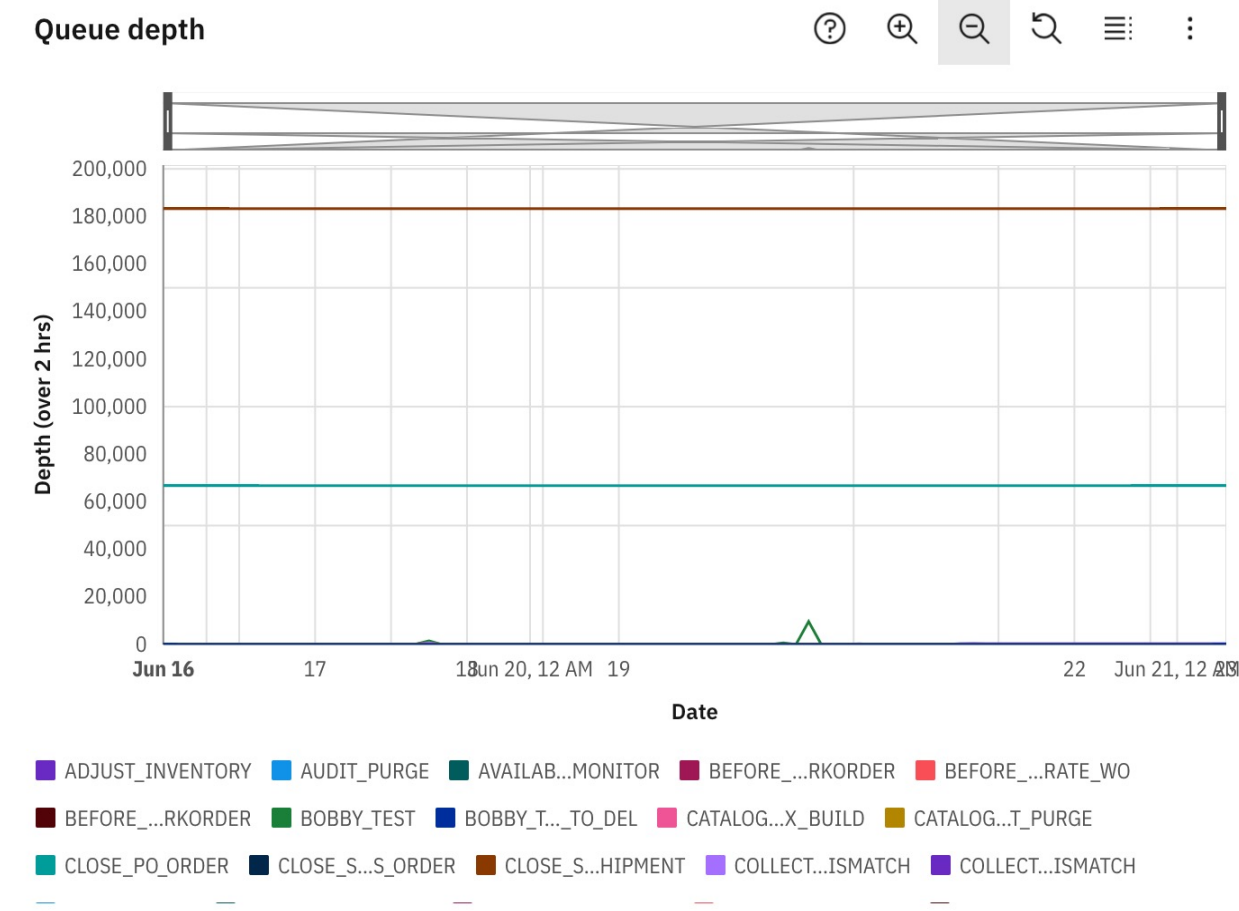


You got custom queue depth alert that the queue has breached the threshold



During your monitoring you found that some of the queues are having high queue depth

Queue Depth Metrics in JMS Dashboards



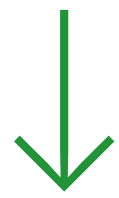
Queue statistics ↓ ⓘ

Queue	Queue depth	Oldest message	Queue full percentage	Open input count	Open output count	Max queue depth
QUEUE.18	183,277	-	36%	0	0	500,000
QUEUE.16	66,784	-	13%	0	0	500,000

Use Case 4

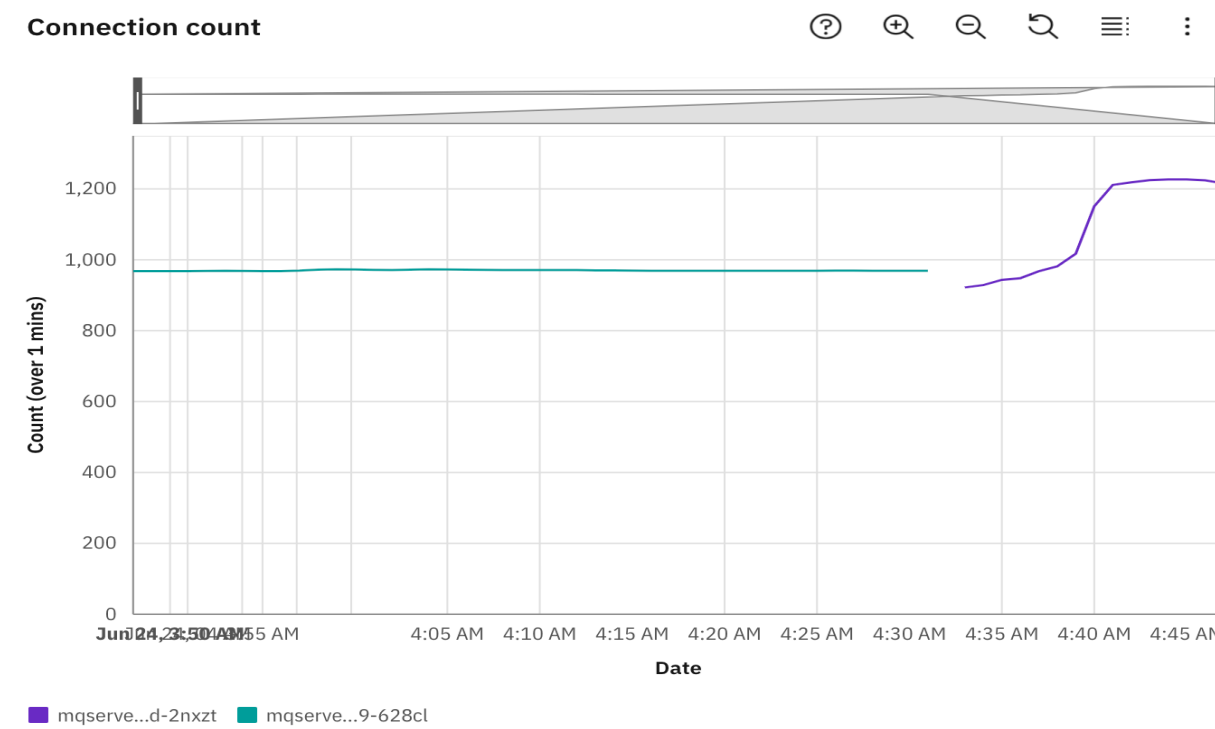
Orders not flowing into OMS

Third-party application team complaining that they are not able to post message to queue

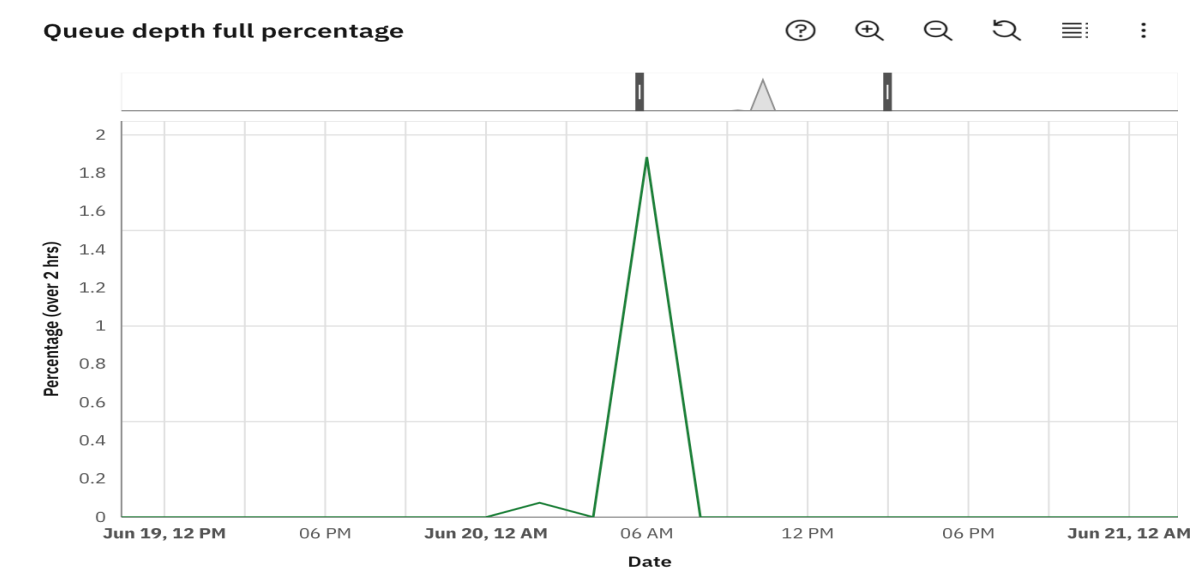
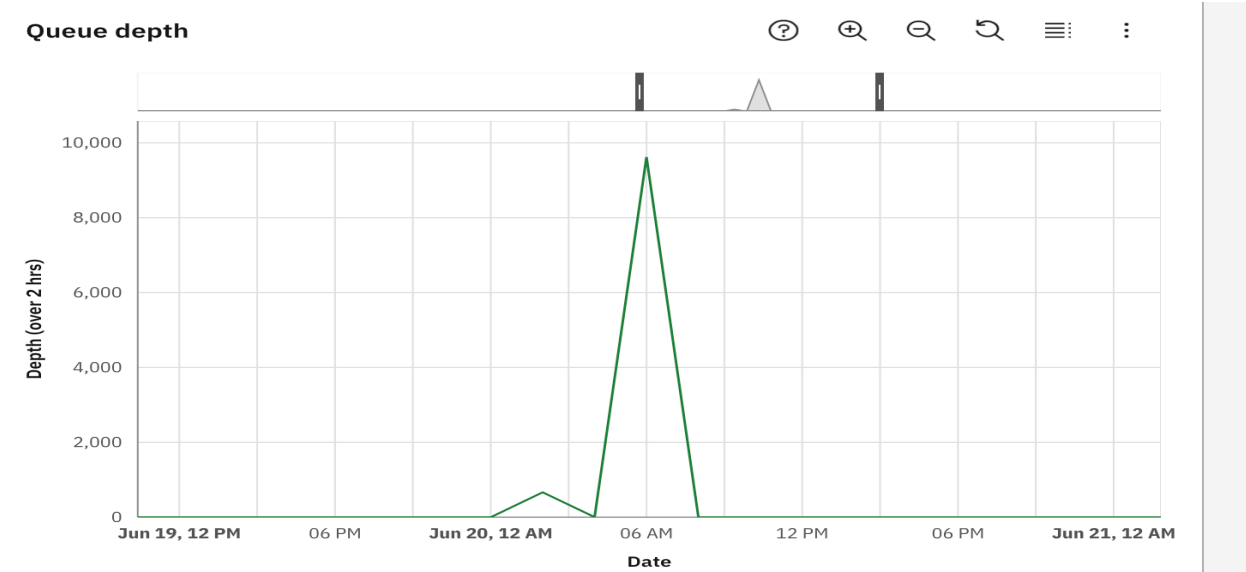


Application team complaining that orders are not getting created in OMS

Queue connection count



Queue depth chart for specific queue



JMS consumers and producers for specific queue

Queue	Queue depth	Oldest message	Queue full percentage	Open input count	Open output count	Max queue depth
QUEUE.12	123	-	0.02%	4	0	500,000

Not getting desired throughput

Shoppers not able to pick up their orders in store on time.



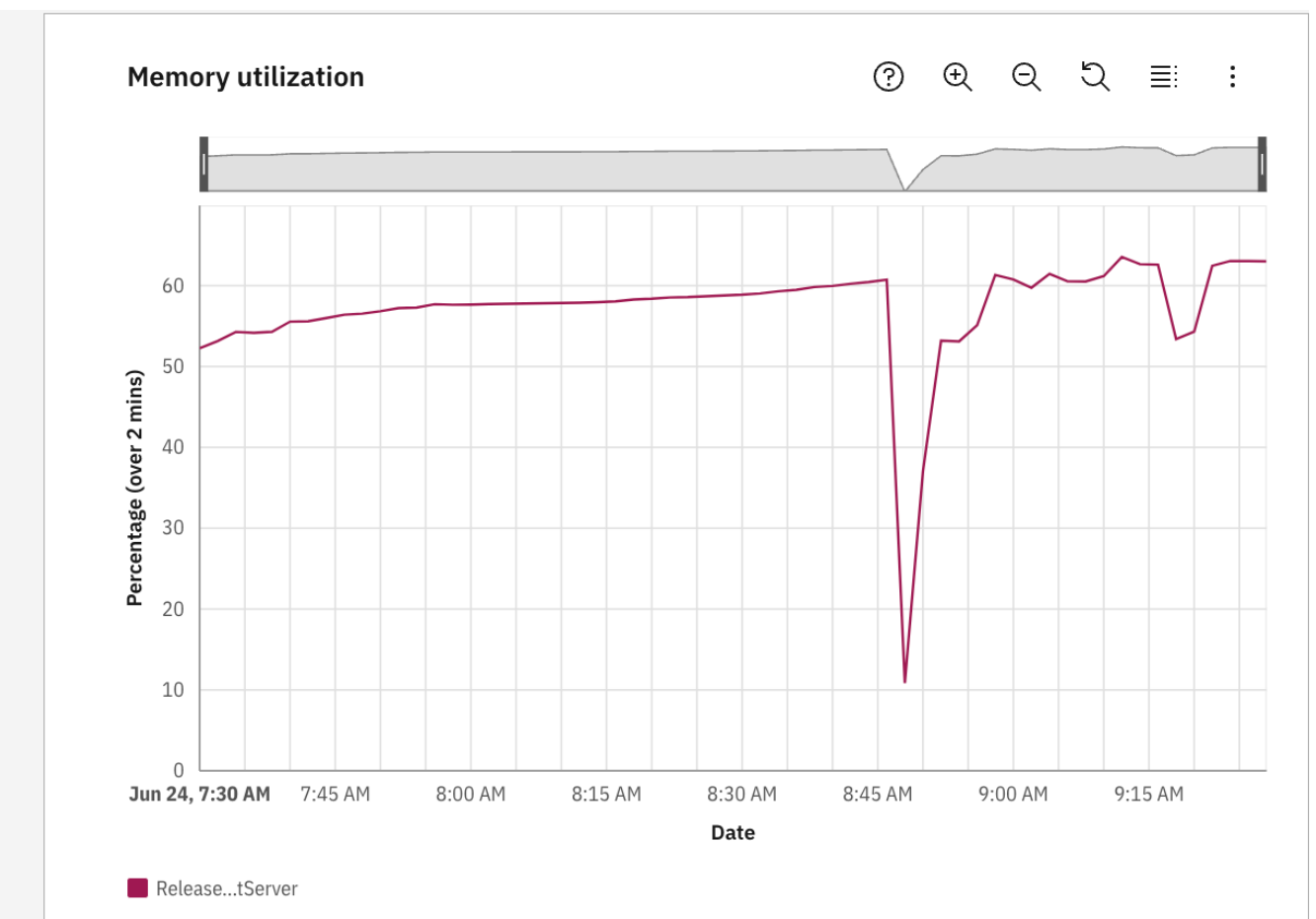
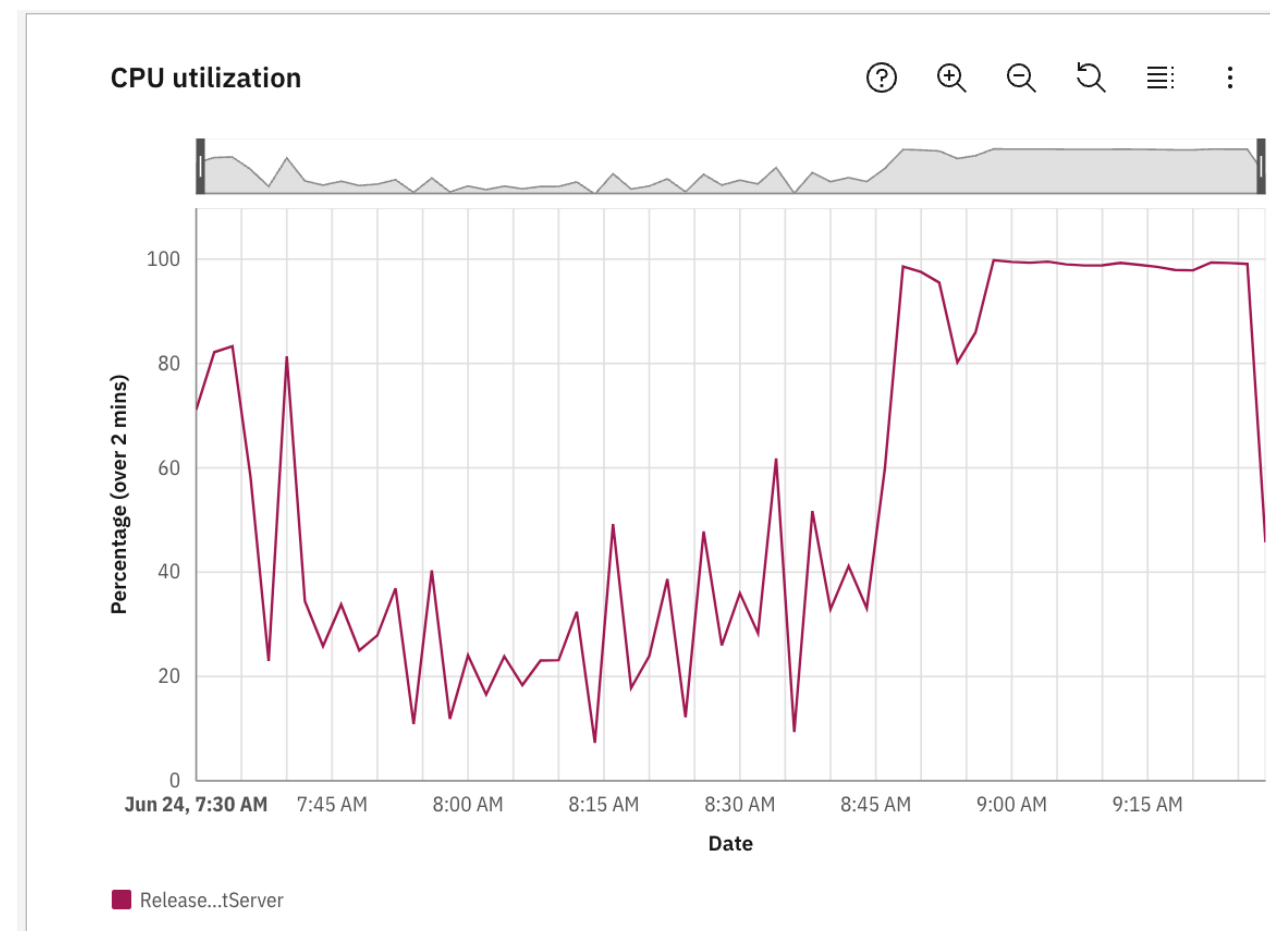
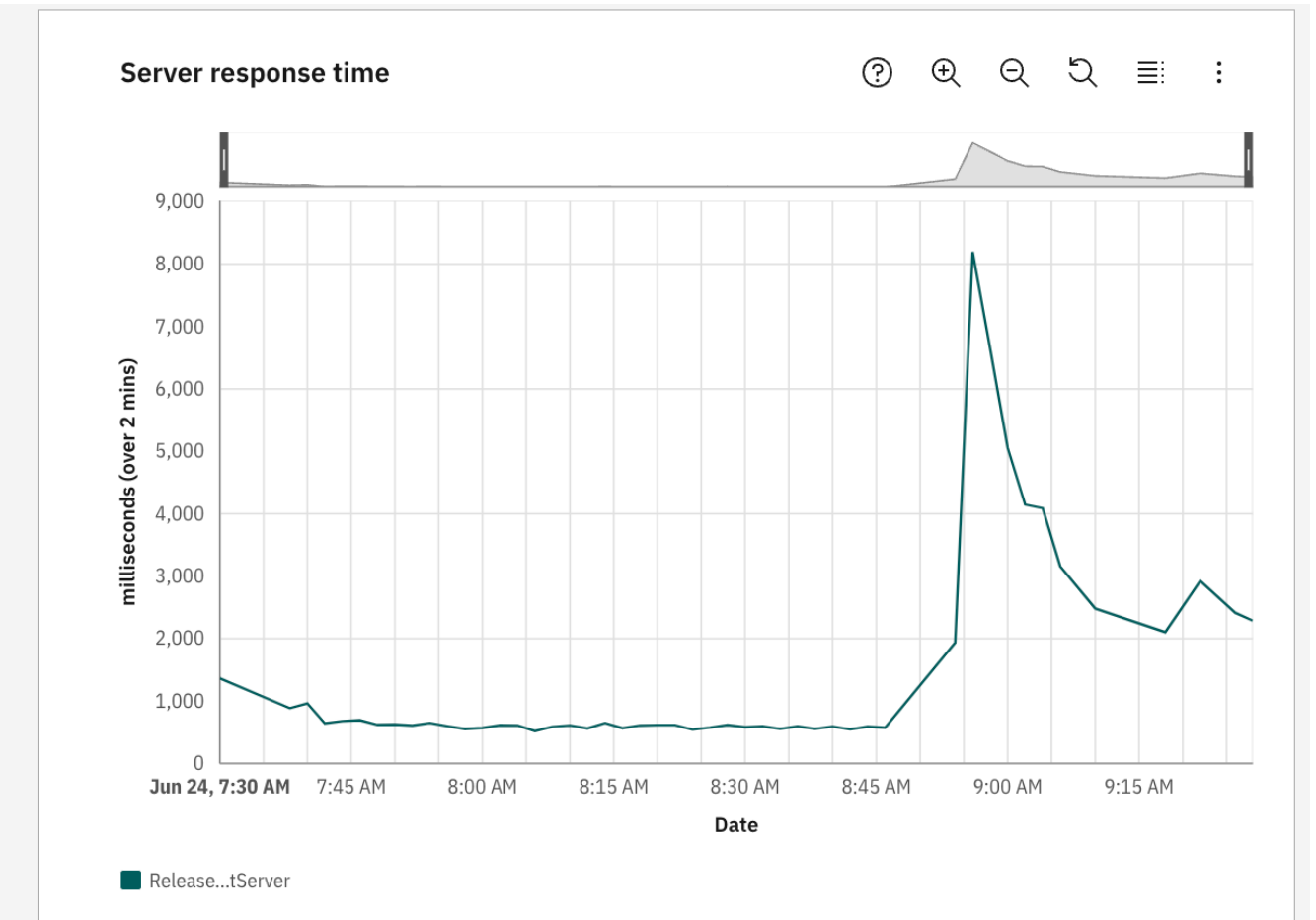
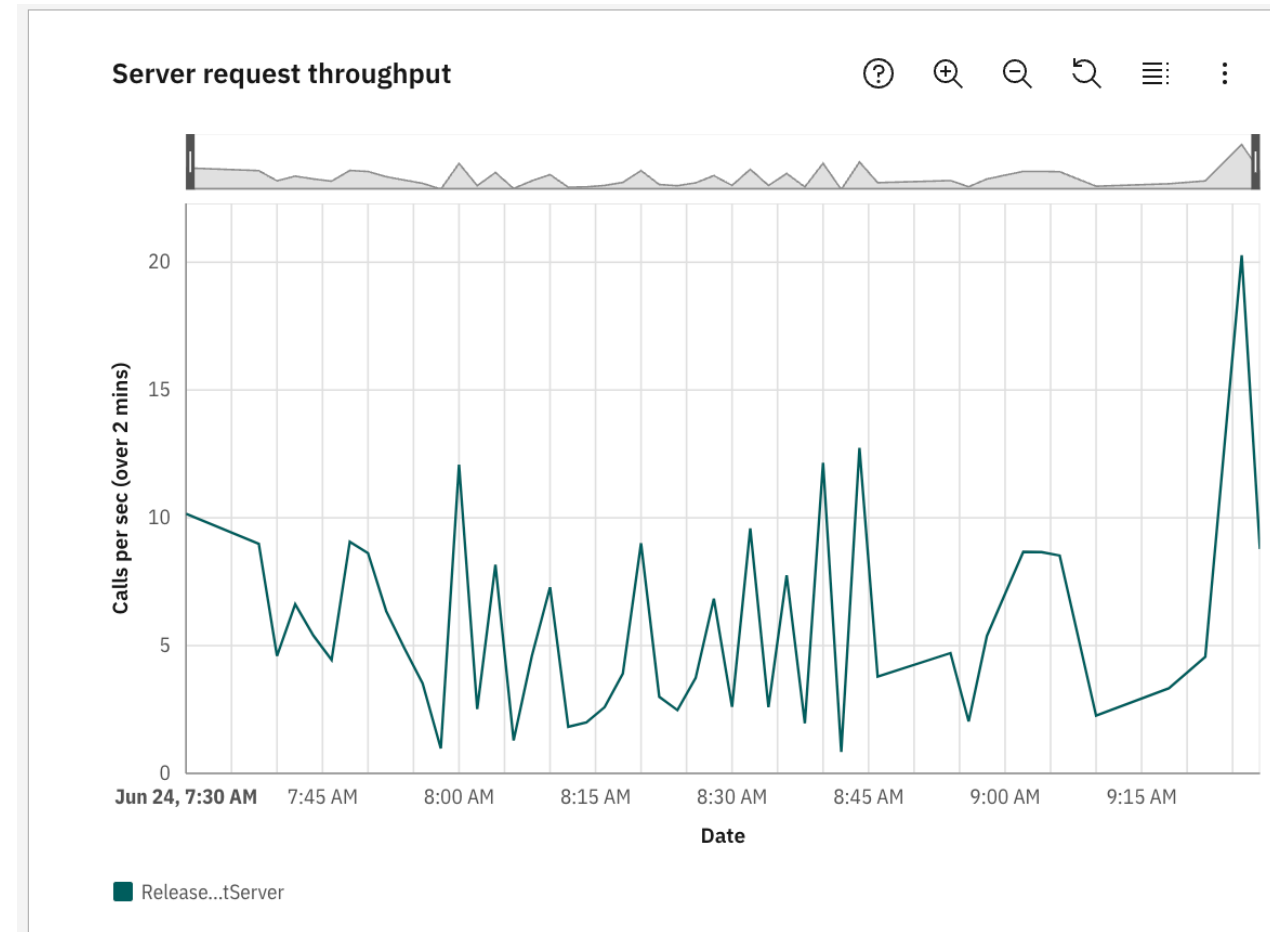
Store pickup (click to collect) orders are not getting processed by OMS within the expected time window.



Orders are not moving fast enough during release phase in OMS



Release server is noticing a performance and throughput degradation.



Performance profile distribution

Agent server profile	Count
Balanced	10

Use Case 6

Store or Call Center slowness

Store home page is loading very slow or not loading at all sometimes



Home screen widgets like shipment counts, Order / Customer search screens are not loading quickly

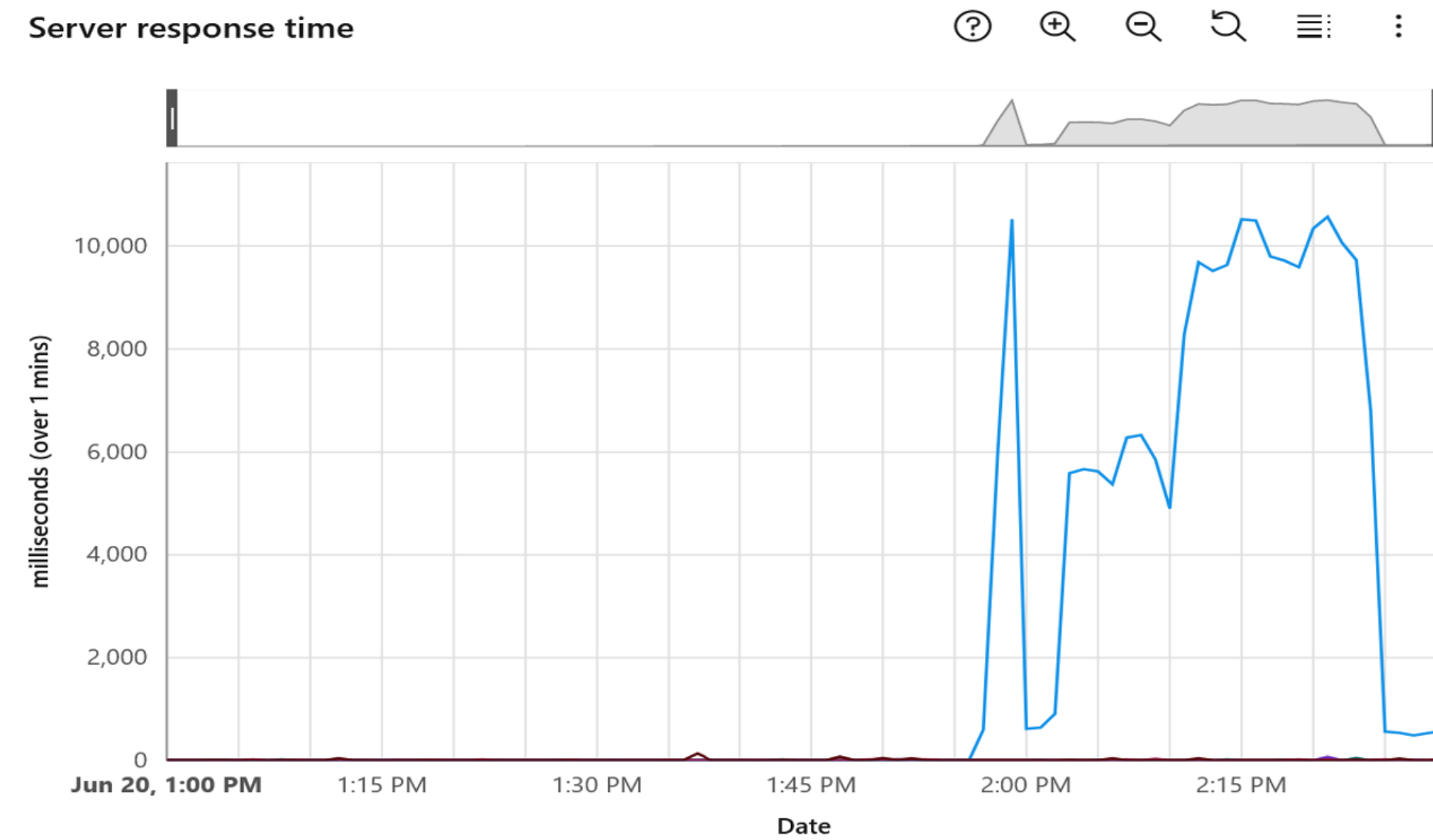


And, backend calls are timing out intermittently

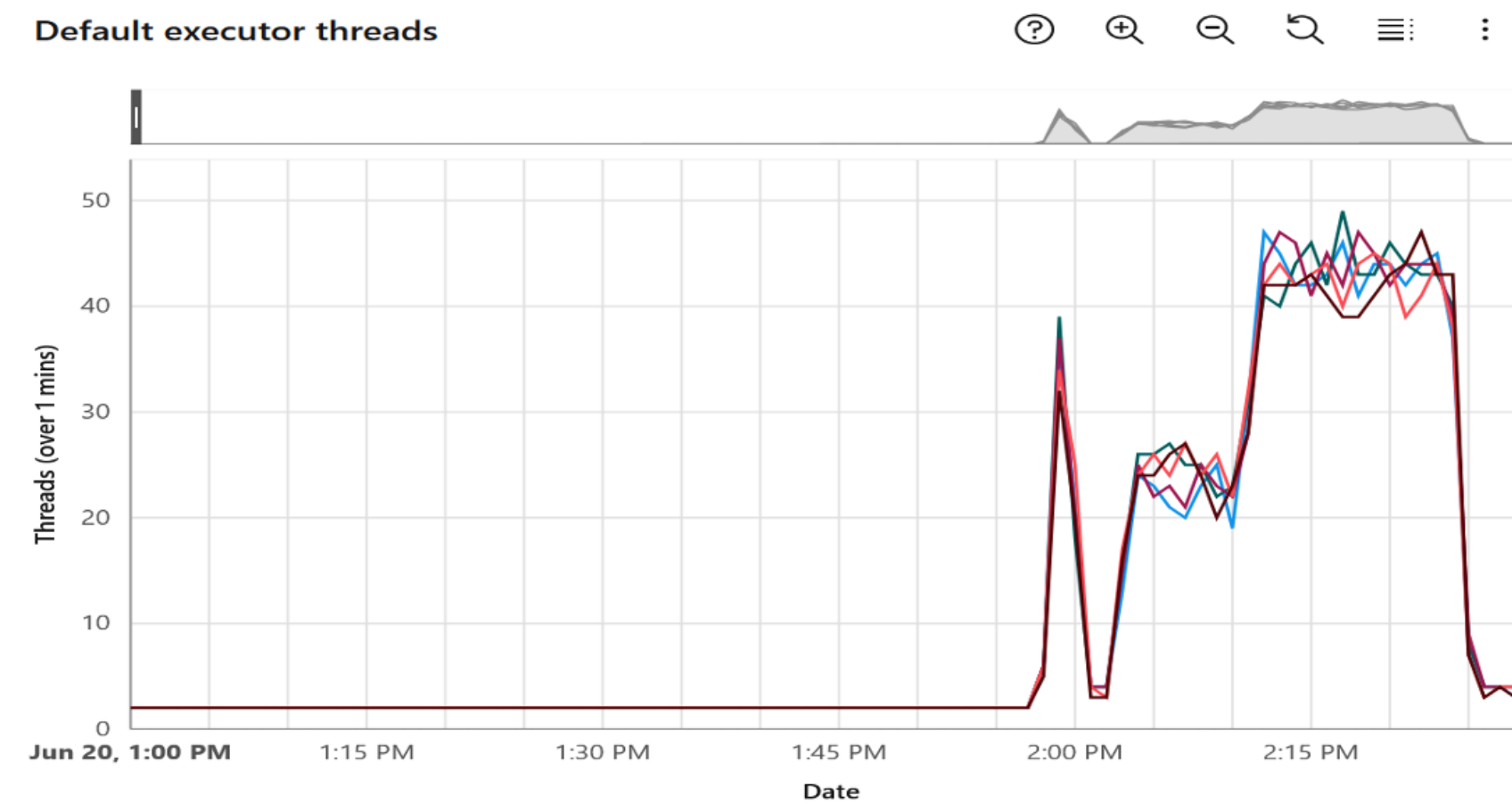


OMS store server response time degraded and couldn't handle the load.

Server response time



Default executor threads



IBM Sterling Self Service – Order Management

Alert Configuration*

1. The alert configuration feature will allow users to create and manage alerts.
2. Users can define standalone alert email recipients that's separate from users in SST
3. Users can add custom label to each alerts that will be included in the notification.
4. Alerts can be duplicated to allow easy creation of similar alerts.
5. Robust search option to filter based on different alert attributes.
6. Ability to multiselect the alerts and manage them.
7. Auto merges similar type of alerts to avoid duplicates

The screenshot shows the 'Alerts configuration' page with a navigation bar at the top containing: Environment details, Processes, Customizations, Configuration, Certificates, Server configuration, Queue configuration, OIDC configuration, Log configuration, and Alerts configuration. Below the navigation bar is a search bar with the text 'Search for alert by name, metric or notification email' and a 'Create alert +' button. The main content is a table with the following columns: Name, Alert type, Threshold, Time threshold, Resource, and State. The table contains three rows of alerts, all with a 'Disabled' state. At the bottom of the table, there is a pagination control showing 'Items per page: 10' and '1-3 of 3 items'.

<input type="checkbox"/>	Name	Alert type	Threshold	Time threshold	Resource	State
<input type="checkbox"/>	Q depth alert	MQ Current queue depth	Average > 100	5 min	TEST_QUEUE_1, TEST_QUEUE_2	Disabled
<input type="checkbox"/>	Q depth percentage alert	MQ Queue full percentage	Average >= 65%	30 min	TEST_QUEUE_1, TEST_QUEUE_2	Disabled
<input type="checkbox"/>	Q message in alert	MQ Queue messages in	Sum <= 5	90 min	111, newQ, test3, TEST_QUEUE_1, TEST_QUEUE_2	Disabled

The 'Create alert' dialog form includes the following fields and options:

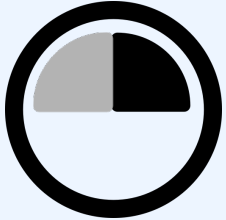
- Alert type:** A dropdown menu labeled 'Select type'.
- Name:** A text input field labeled 'Alert name'.
- Description:** A large text area for entering a description.
- Threshold: When is the condition violated?**
 - Aggregation:** A dropdown menu.
 - Threshold operator:** A dropdown menu.
 - Threshold value:** A numeric input field with minus and plus buttons.
- Time Threshold: When do you want to be alerted?**
 - Evaluation granularity:** Radio buttons for 5 min, 10 min, 15 min (selected), 20 min, and 30 min.
 - Consecutive violations:** Radio buttons for 1 (selected), 2, 3, 4, and 8.
- Queue names:** A dropdown menu with a 'Filter...' placeholder.
- Notification emails:** A section for configuring email recipients.

At the bottom of the form are two buttons: 'Create' and 'Cancel'.

Learn more about this feature from recent OMS demo days recordings [here](#)

How to Succeed

Plan



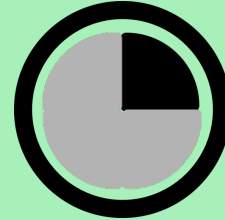
- ✓ Retrospective
- ✓ Latest product levels
- ✓ Detailed projections
- ✓ Catch prior webcasts
- ✓ Engage help as needed

Prepare



- ✓ Align to IBM schedule
- ✓ Representative testing
- ✓ Proactive housekeeping
- ✓ Clean up the noise
- ✓ Track risks

Execute

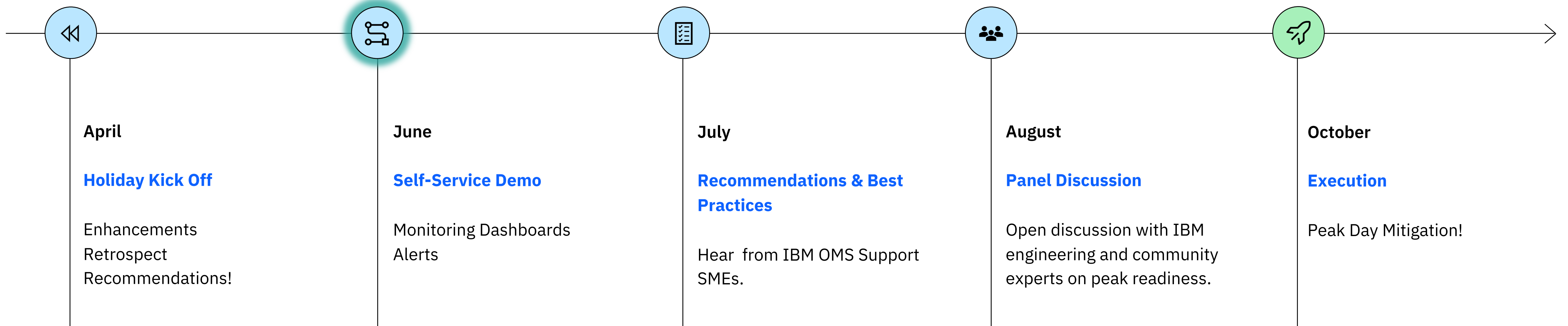


- ✓ Clear runbooks, RACI
- ✓ Quickly detect issues
- ✓ Throttle as necessary
- ✓ Quick mitigation



Journey to Peak Success

The IBM OMS Support team are continuously expanding our technical best practices based on the observations and learnings over our supported launches and peak events!

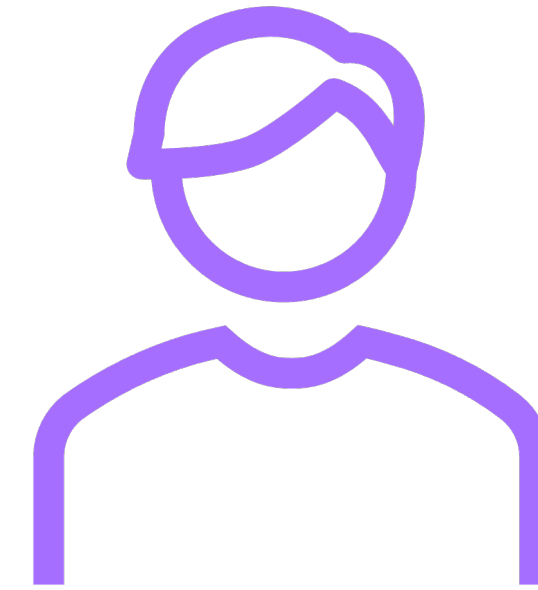


IBM Support Offering – Advanced Support

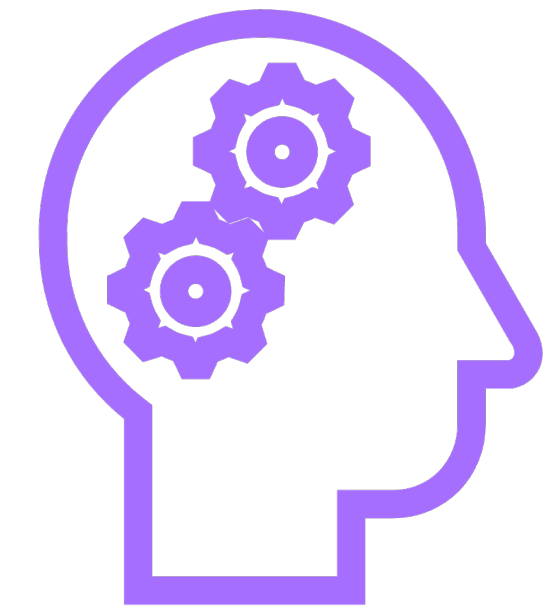
*NEW in
2Q23!*

An enhanced support experience on top of your active IBM support subscription, providing prioritized case handling and shorter response time objectives

www.ibm.com/support/pages/ibm-advanced-support-offering



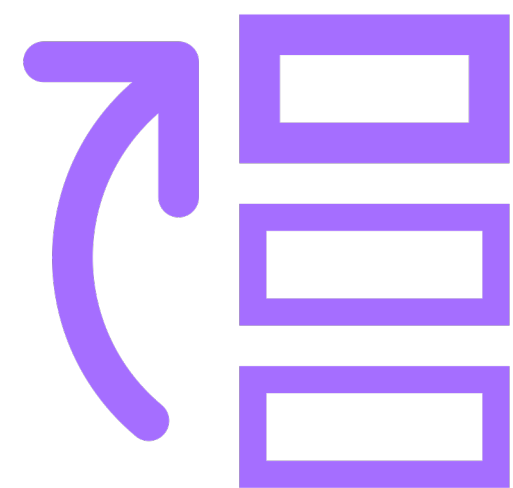
Named IBM Advanced Support Focal (ASF)



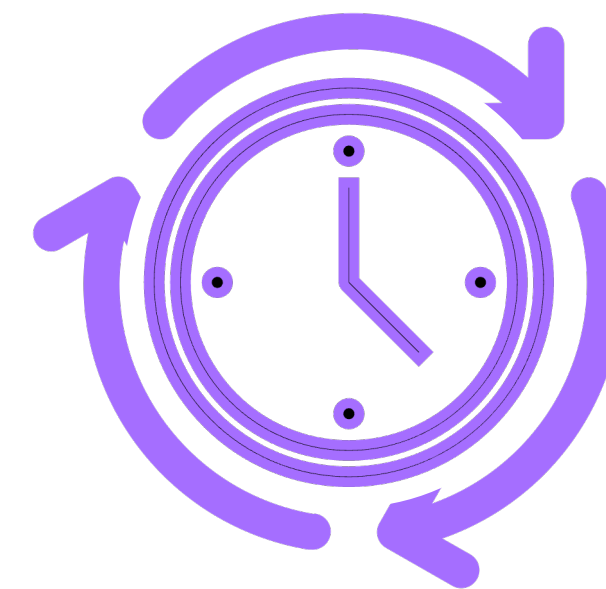
Priority access to Senior Technical Support Squad



Enhanced initial, ongoing response SLOs



Higher ongoing case prioritization

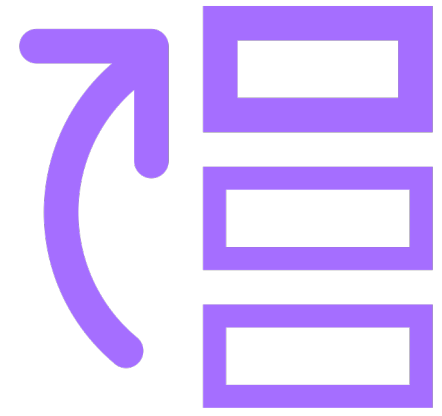


24x7 coverage for priority Sev-2



Manage, escalate backlog via cadence, reporting

Next Steps



IBM Advanced Support

www.ibm.com/support/pages/ibm-advanced-support-offering

Contact your IBM Client Success Manager, Account representative, or Mike Callaghan(mcallagh@ca.ibm.com)



Sterling OMS Support 101

www.ibm.com/community/101/sterling/oms/

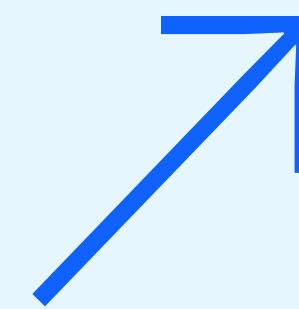


Technical Best Practices

Start with the new [Performance Guide](#)

Are you ready?

Technical Best Practices



Follow the Guide

Thank you

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