



## HCL announces acquisition of select IBM products

### Frequently Asked Questions

*(Important: The deal is expected to close by mid-2019 and HCL & IBM will operate 'business as usual' until deal closure. All relevant information will be provided to the customers from time to time from individual Product teams. In case of any specific concerns, please contact us at [product-info@hcl.com](mailto:product-info@hcl.com) and we will be happy to address your enquiries.)*

#### **Q. What is the latest IBM-HCL Announcement?**

*As you must have read in the official [press release](#), IBM and HCL have announced a definitive agreement under which HCL will acquire select IBM software products for \$1.8 billion. The transaction is expected to close by mid-2019, subject to completion of applicable regulatory reviews.*

*The software products in scope include:*

- **Appscan** for secure application development,
- **BigFix** for secure device management,
- **Unica** (on-premise) for marketing automation,
- **Commerce** (on-premise) for omni-channel eCommerce,
- **Portal** (on-premise) for digital experience;
- **Notes & Domino** –for email and low-code rapid application development, and
- **Connections** for workstream collaboration.

*HCL and IBM have an ongoing IP Partnership for five of these products, which continues as business as usual until deal closure.*

#### **Q. Will the products be absorbed into HCL immediately?**

*The deal is expected to close by mid-2019 and both HCL and IBM will operate as business as usual. Post deal closure, the products will be fully absorbed into HCL. There is a transition plan in place, and customers and partners should be confident that this will be a seamless transition.*

#### **Q. Should I buy the products from IBM or HCL going forward?**

*Until the deal closure (mid-2019), the products will be sold by IBM. Post the deal closure, the products will be fully absorbed into HCL and will be sold by HCL.*

#### **Q: What happens to my existing Enterprise License Agreement (ELA)?**

*All customers with active ELA contracts with IBM will be retained by IBM for the duration of the contract. Customers will continue to go directly to IBM for L1 support as they do today. Prior to*



*the ELA contract expiration, HCL will work with customers to renew existing S&S in order to ensure there is no lapse in support.*

**Q. Can I ask both IBM and HCL to provide pricing quotes for the product licenses?**

*Post the deal closure, the products in scope will be absorbed into HCL completely. IBM will no longer be able to provide the product licenses or pricing quotes.*

**Q. What will the existing customers of these products do for service in the short-term / long-term?**

*Until deal closure, the support channels will remain the same as present for the customers. HCL already provides customer support on 5 of these 7 products, and this will continue to do so. For the other products (Commerce and Connections) HCL will start providing customer support and other services post transition.*

**Q: What will happen to the pricing of these products? Will they change?**

*HCL has always aimed for simplified commercials. Pricing information will be provided to all customers once the deal is officially closed.*

**Q: What will happen to the ongoing business opportunities with IBM?**

*As the deal is officially targeted to close by mid-2019, IBM & HCL operate as “business as usual.” As each opportunity may be unique, we would like to work with you to the extent that we can seamlessly transition to new business arrangement once the deal is closed.*

**Q: What future investments and roadmaps is HCL planning for these products?**

*As part of the existing development partnerships between IBM and HCL, many of these products are already under HCL product and engineering management. For more information on any particular product, contact your client advocate or send an email to [product-info@hcl.com](mailto:product-info@hcl.com).*

**Q: Does HCL have a Business Partner program? How do I sign up as an HCL business partner?**

*Yes, HCL has a Business Partner program. HCL's Partner Connect program will have a streamlined onboarding process for partners once the deal is closed. Please contact [products-info@hcl.com](mailto:products-info@hcl.com) if you do not already have a product representative from HCL.*

**Q. How can I know more about the Business Partner Program? Who is my Business Partner Representative?**



Please visit HCL Partner Connect Portal <link> or contact us at [products-info@hcl.com](mailto:products-info@hcl.com) with your queries.

**Q: How do I set up HCL as a vendor?**

HCL will be happy to work with your respective procurement team to make the process as easy as possible for you. Please contact [products-info@hcl.com](mailto:products-info@hcl.com) to get started.

**Q: How should I renew my current/close to expiration product licenses?**

The deal is expected to close by mid-2019. Until the official deal closure, licenses will be renewed and provided by IBM only. You may get a head start by setting up HCL as a vendor. Please contact [products-info@hcl.com](mailto:products-info@hcl.com) to get started.

**Q. What will happen to the existing product support SLAs?**

The customers can expect similar SLAs and support. HCL is working on a smooth transition plan to make this as seamless as possible for the customers post deal closure.

**Q: Being a federal/government entity in the United States, how do I work with a foreign owned entity/Indian origin company like HCL?**

HCL America Inc. is a 100% subsidiary of HCL Technologies -a global company, present in 43 countries including the United States. The year 2018 marks 30th year of HCL's presence in the United States. The core group leading and managing HCL's software business is located in New York, amongst many other locations in the US. Know more about HCL here: [www.hcltech.com](http://www.hcltech.com) or contact us at [products-info@hcl.com](mailto:products-info@hcl.com).

**Q. Can I still work with my business partner when the deal closes?**

Yes, continue to work with your business partner and encourage them to sign up as an HCL partner if they haven't already done so. Please have them visit HCL Partner Connect Portal <link> or contact us at [products-info@hcl.com](mailto:products-info@hcl.com) with your queries.

**Q. Will I retain the customers I used to sell to as an IBM Business Partner?**

We cannot answer this question at this time as we are in the process of developing our partner program. Please visit HCL Partner Connect Portal <link> or contact us at [products-info@hcl.com](mailto:products-info@hcl.com) to discuss your specific situation.

**Q. Does HCL plan to continue developing the software, or is the software going into maintenance mode?**



*HCL will continue to develop the software. Examples of new releases for products we've taken over development as part of the IP partnership are Marketing Software v11 and Domino v10.*

**Q. Should I find a replacement for the software HCL bought?**

*We hope that you don't. HCL plans to invest in the products and come out with new releases as we've already proven we can do. Examples are Marketing Software v11 and Domino v10.*

**Q. What are some key differentiators working with HCL?**

*With HCL's existing Mode 1 and Mode 2 capabilities, HCL sees an opportunity to unlock tremendous hidden value in these products, and grow market share with focused and targeted investments. Many of the products changing ownership are in large growing markets such as application and endpoint security, marketing automation, commerce, and collaboration. HCL customers will have the ability to leverage these proven products to address their mission-critical needs in these areas.*

**Q. Can I start selling software via HCL now?**

*Not until the deal closes.*

**Q. Will HCL send me leads like IBM did?**

*We cannot answer this question at this time as we are in the process of developing our partner program. Please visit HCL Partner Connect Portal <link> or contact us at [products-info@hcl.com](mailto:products-info@hcl.com) to discuss your specific situation.*