



An Extraordinary IBM zSeries Partner

9/5/2023

Shanita Thompson
County of DuPage
421 N. County Farm Road
Wheaton, IL 60187

Shanita,

This letter details the IBM policy for IBM Business Partners eligibility to remarket IBM hardware maintenance to an account. Only Business Partners that have sold IBM qualified hardware to an account are eligible to remarket IBM maintenance to that account.

Authorization to market IBM Hardware Maintenance & IBM Software Maintenance Services

The Authorization to market IBM Hardware Maintenance (HWMA) and IBM Software Maintenance Services (SWMA) provides the provisions for Business Partners to sell maintenance services into their end user install base. The program is for IBM Business Partners that have invested in selling Qualified IBM Hardware (QIH) Systems and Technology.

Qualified IBM Hardware – Sale of a new IBM Systems and Technology Group Server or MES model/processor upgrade or IBM Enterprise System Storage acquired directly from an Authorized IBM Business Partner.

Qualified IBM Hardware must meet the following standards:

- 1.) In productive use at an end-user location (customer establishment)
- 2.) Be in an available status

Requirements and Eligibility:

The following are the conditions under which Business Partners may market Services:

- 1) If you marketed a Qualifying IBM Hardware Product to the End User; or Qualifying Multi-Vendor Service Agreement. You may market the additional Maintenance Services IBM specifies in the group categories with Qualified IBM hardware/QIH.