



## Frequently Asked Questions

### 1. Q. What are you announcing today?

A. Today, IBM announced that it has acquired Intelliden, Inc., a privately held company based in Menlo Park, CA. Intelliden's operations will be integrated into IBM's Tivoli Software business unit.

### 2. Q. Who is Intelliden?

A. Intelliden is a private software company who provides network automation solutions for operational lifecycle management of multi-vendor networks. Specifically Intelliden provides software solutions for network discovery, security control, configuration and change management, provisioning, compliance, resource reconciliation and software upgrades.

### 3. Q. What technology does Intelliden provide?

A. Intelliden is a leading provider of Intelligent Network Automation Solutions for organizations to control, manage and scale their networks. Intelliden's solutions allow organizations to deliver next-generation services, enable compliance and automate critical network change and configuration management functions.

### 4. Q. What is driving the need for Intelliden's technology?

A. Customer networks are becoming increasingly more complex with growing device count heterogeneity, increasing compliance burden, heightened security needs and accelerating change frequency. The challenge facing many organizations is how to manage these business critical networks effectively with the same or fewer personnel at a reduced cost.

### 5. Q. How do Intelliden and IBM Tivoli products fit together?

A. Intelliden solutions strengthen the IBM Integrated Service Management portfolio by extending IBM's current network offerings. Together, Intelliden and IBM will deliver a comprehensive solution to manage enterprise and communication service provider networks to help reduce operational costs, increase availability, improve security and demonstrate regulatory compliance. Intelliden will also strengthen IBM's Data Center provisioning solutions and Cloud Computing offerings.

### 6. Q. How does Intelliden support IBM's broader Integrated Service Management strategy?

A. Intelliden is a leading provider of network solutions that manage the operational lifecycle of multi-vendor networks. These capabilities strengthen IBM's Integrated Service Management offering within network and data center operations by providing a framework that gives detailed insight into the network devices and thereby greater understanding of the network environment.

### 7. Q: How do I get support for my current products?

A. You continue to call the same support number(s) you do today. Once the support structures are merged, we will post the information to the websites, update the Intelliden phone message, and forward calls from the Intelliden support number to the IBM support number.

### Key Contacts by audience:

- IBM Analyst Relations: Nicole Fortenberry, 401-835-1610, [cnforten@us.ibm.com](mailto:cnforten@us.ibm.com)
- IBM Media Relations: Colleen Haikes, 415-509-7915, [chaikes@us.ibm.com](mailto:chaikes@us.ibm.com)
- IBM Clients: Doug Dubois, 312-953-5555, [dfdubois@us.ibm.com](mailto:dfdubois@us.ibm.com)
- Intelliden clients: [jlsteige@us.ibm.com](mailto:jlsteige@us.ibm.com)