

A global tool that can access and manage key information about your leased assets right through your Web browser



Customer Centre From IBM Global Financing



Highlights

- **Secure, password-protected access to your lease data**
- **Detailed online asset management reports**
- **Comprehensive search capabilities**
- **Convenient, customizable download of asset data**
- **Integrated e-mail to your IBM Global Financing support team**
- **Easy use and navigation**

Better manage costs by better managing your assets

Tracking, managing and controlling your technology assets can be an enormous challenge. Equipment might be moved, modified and maintained by many different people over its lifetime. With life-cycle costs of these assets typically amounting to five times their initial capital investment, it's more essential than ever to focus on efficient asset administration.

Complete information is right at your fingertips

To help you meet this challenge, IBM Global Financing has created Customer Centre, a Web-based application that provides you with access to key information about your leased assets and billing for those assets. Now the information you need is as close as your own computer.

Detailed tracking for each financed asset

IBM Global Financing loads a detailed record for each leased or financed item, and maintains 50 fields of data for each record. Information is updated once every two weeks. The data fields include:

- *Machine Type/Model*
- *Manufacturer's Serial Number*
- *Machine Description*
- *"Installed At" and "Invoiced To" Addresses*
- *Amount Financed*
- *Periodic Payment Amount*
- *Install Date, Rent Commencement Date and Lease End Date*

You can easily search for specific information on one field or a combination of many fields, including:

- *Location*
- *IBM Customer Number*
- *Machine Type*
- *Manufacturer's Serial Number*
- *Contract Number*
- *Lease Start Date*
- *Lease End Date*
- *Inactive Assets*

You can also create customized reports to meet your own unique requirements. These reports can be viewed online, downloaded for use in other applications, printed, or saved for future use.

Additional features

The IBM Global Financing Customer Centre includes a convenient, customizable download function that allows you to select specific data fields and import that information into a spreadsheet or database. This eliminates the time and expense of creating your own records, and ensures your data is accurate.

An integrated e-mail function allows you to contact your IBM Global Financing team from within the application. You can notify us of serial number changes or when equipment is relocated, so we may update our records.

In addition, you control who has access to the Customer Centre tool, as well as their type of access, such as searching only, creating custom reports and submitting serial number changes.

Customer Centre is the tool to help you track information important to your organization:

Technology Management

- *When did we begin installing ThinkPad® laptops?*
- *What types and quantities of IT equipment are on lease?*

Managerial Reporting

- *Where is the equipment located?*
- *When do the leases end?*
- *What are the forecast payments over the life of the assets?*

For more information

- *Visit the IBM Global Financing Web site at ibm.com/financing*
- *Contact your IBM Global Financing representative.*



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