

Secure, password-protected access to your lease and invoicing data



IBM Global Financing Customer Centre



Highlights

- **Detailed online asset and invoice management reports**
- **Comprehensive search capabilities**
- **Convenient, customisable download of asset and invoice 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 lifecycle costs of these assets typically running 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 which provides you with access to key information about your IBM 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 over 50 fields of data for each record. Information is updated once a week. The data fields include:

- *Machine Type/Model*
- *Serial Number*
- *Machine Description*
- *"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:

- *IGF Customer Number*
- *Serial Number*
- *Machine Type*
- *Lease Start Date*
- *Lease End Date*
- *Inactive Assets*

You can also create customised 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.

Streamlined invoice reconciliation

Time-consuming manual invoice reconciliation procedures can be eliminated by using the Customer Centre tool. Invoice line-item information is loaded each week, which provides a detailed, online representation of your IBM Global Financing billings.

Standard invoice reconciliation reports display billing details for new financed items, relocated assets, any credits, and one-time charges such as buy-outs.

Additional features

The IBM Global Financing Customer Centre includes a convenient, customisable download function which 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, or downloading data.

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

Technology Management

When did we begin installing a certain machine type ?

- *What types and quantities of IT equipment are on lease?*

Managerial Reporting

- *Financial Management*
- *How do the month's invoices compare to last month's?*

For more information

Visit the IBM Global Financing Web site at ibm.com/financing/uk.

Contact your IBM Global Financing representative. If you'd like an IBM Global Financing representative to contact you, please visit ibm.com/financing/uk, and click on Have a representative contact me at the bottom of the page.



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