



October 14th, 2021

Commercial in Confidence

- for authorized IBM Business Partner Resellers and Distributors

Dear IBM Storage Business Partner

We are aware that many suppliers of Information Technology are signaling challenges they have with managing their supply chains – manifesting in long lead times for delivery and/or increased costs/decreased margin opportunity for their Business Partners.

IBM is not entirely immune to these challenges. However, our award-winning supply chain team have navigated these troubled waters throughout 2021 and have put us in a very strong position once again for 4Q '21.

We are so confident in our supply that, should we not ship your Customer's FlashSystem order in the 4th quarter (subject to last order date of December 24), we will provide your Customer a 1-year license for use of IBM Storage Insights Pro at no charge.

In addition to our confidence in having the supply to meet your Customer's demand, IBM is also committing to **no increases** in FlashSystem pricing during 4Q '21 to provide our Business Partners and Customers the confidence to move forward.

We thank you for your tireless support and wish you great success in closing out 2021 strong with IBM Storage.

Best wishes,

Denis Kennelly

General Manager
IBM Storage

Craig McKenna

Vice President
IBM Storage Channel Sales