

FAQs: The IBM Business Partner Research Innovation Hub

What is the IBM Business Partner Research Innovation Hub?

The IBM Business Partner Research Innovation Hub is an online research platform where Innovators can participate in surveys, share feedback, interact with one another and innovate on new ideas and insights. This new method of research enables engagement with other Innovators, who have all voluntarily come together to share ideas.

What is the relationship between IBM and Vision Critical?

IBM has contracted Vision Critical to host The Innovation Hub on IBM's behalf. Vision Critical is an IBM supplier and will be assisting in the management of The Innovation Hub.

Do Innovators ever get monetary incentives?

Most activities/surveys will not include monetary incentives; however, we might offer monetary incentives for special surveys that could require more time to complete.

Who is reading and listening to this feedback?

Feedback posted to The Innovation Hub goes directly to the IBM team supporting Business Partners. The data is received in an anonymous fashion. Unless explicitly stated, all activities are kept private for individual contributors.

Why should business partners participate?

As a Business Partner, this is your chance to be heard and possibly affect the future of how you partner and work with IBM! In addition, you will be able to interact with other business partners, to learn from one another and design something that works for you and your needs.

Who owns the Intellectual Property?

Vision Critical assigns all Intellectual Property to IBM.

How many surveys do I have to complete?

We encourage you to participate in as many studies as you are invited to; however, you do not need to complete a set number of surveys.

How long will I have to complete each survey?

You will typically have anywhere from 72 hours to two weeks to complete each survey.

Will I be able to select the types of surveys in which I participate?

Yes, you will be able to see a list of different surveys you can take in your activities tab. You can also request an area of research by clicking "Suggest a Topic" on the homepage.

How long will I remain on the platform?

You may remain on the platform as long as you choose to participate, as long as you are still employed at the company from which you were invited, and as long as your company remains a member of PartnerWorld. Innovators may remove themselves at any time by clicking the unsubscribe button found at the bottom of the emails that you receive. Alternatively you can unsubscribe by logging in at www.businesspartnerinnovationhub.com and selecting Update User Info. On the bottom of the User Profile Information page you will find an Unsubscribe button.

Will my profile information be sold to other companies?

The information collected by IBM is not sold or distributed to any company. All information is strictly confidential and privacy is guaranteed. Your name will never be sold, exchanged, or distributed to any other party without your express acknowledgement. See our Privacy Policy for complete details.

What if I forget my password?

If you cannot remember your password, simply click on the “Forgot password” button on the platform login page at www.businesspartnerinnovationhub.com to have it e-mailed to yourself. If you continue to experience problems you can click on the Technical Support link in the bottom left corner of the page.

How do I complete a survey?

You will be e-mailed a unique URL address for each survey you are invited to. Simply click on the URL included in the email or alternatively cut and paste the address into a web browser of your choice and complete the survey form online.

How can I be sure you got my responses?

If you would like to ensure that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear.

What if I need to contact IBM directly to resolve an issue outside of The IBM Business Partner Research Innovation Hub?

This platform is only used to collect overall feedback from members and is not used to resolve individual issues partners might be facing with IBM. If you need to talk to IBM to resolve an issue you can contact IBM at support@businesspartnerinnovationhub.com