Service Description

IBM Bluemix Dedicated

This Service Description describes the Cloud Service IBM provides to Client. Client means and includes the company, its authorized users or recipients of the Cloud Service.

1. Cloud Service

The Cloud Service offering provided by IBM is described below. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents.

1.1 IBM Bluemix Dedicated

IBM will set up and maintain a private environment for the ordered IBM Bluemix components at the Bluemix hosting facility in Dallas, Texas in the USA. This will be a dedicated environment in which Client may execute the identified Bluemix services and runtimes.

Client must separately obtain a subscription to the public IBM Bluemix offering for a term equal to that for its order for Bluemix Dedicated. For services and runtimes executed in the dedicated environment, there are no usage charges as those are covered by the fees associated with the dedicated environment itself. All other terms associated with those services in the public IBM Bluemix offering continue to apply.

Client’s users may access the dedicated environment through a VPN secure tunnel. IBM will provide the necessary VPN infrastructure on the application side. Client will be responsible for providing the necessary VPN infrastructure on the user side.

Bluemix operational staff will deploy all releases and software updates to Client’s instances of Bluemix and related services monthly, targeted within 21 days of their deployment to the public instance of Bluemix. The update will be scheduled with Client’s concurrence.

1.2 Optional Features

Bluemix Dedicated components may indicate a specific configured capacity (such as gigabytes or transactions per second). Since actual capacity in practice for any configuration of the Cloud Service varies depending on many factors, the actual capacity in practice may be more or less than the configured capacity.

a. IBM Bluemix Dedicated Cloudant 1.6 TB Capacity – An environment that permits execution of a private version of the IBM Cloudant NoSQL Database for Bluemix within the dedicated environment with a design capacity of 1.6 terabytes.

b. IBM Bluemix Dedicated Runtimes 128 GB Capacity – An environment that permits deployment and execution of any of the runtimes available in Bluemix with a cumulative memory capacity of 128 gigabytes.

c. IBM Bluemix Dedicated Runtimes 16 GB Capacity – An extension of the IBM Bluemix Dedicated Runtimes environment to provide an additional 16 gigabytes of memory capacity.

d. IBM Bluemix Dedicated Data and Session Cache 50 GB Capacity – An environment that permits deployment and execution of Data Cache and Session Cache instances up to a cumulative capacity of 50 gigabytes.

e. IBM Bluemix Dedicated Direct Link 1 Gbps Capacity – A dedicated network link directly to the appropriate Softlayer network point of presence designed for data transfers of up to 1 gigabits per second.

f. IBM Bluemix Dedicated Direct Link 10 Gbps Capacity – A dedicated network link directly to the appropriate Softlayer network point of presence designed for data transfers of up to 10 gigabits per second.

h. IBM Bluemix Dedicated dashDB Enterprise 64.1 - One database per service instance on a dedicated server with 64GB RAM, 16 vCPUs. Recommended for up to 1 TB of pre-load data, based on typical compression.

h. IBM Bluemix Dedicated dashDB Enterprise 256.4 - One database per service instance on a dedicated bare metal server with 256GB RAM, 32 Cores. Recommended for up to 4 TB of pre-load data, based on typical compression.

i. IBM Bluemix Dedicated dashDB Enterprise 256.12 - One database per service instance on a dedicated bare metal server with 256GB RAM, 32 Cores. Recommended for up to 12 TB of pre-load data.
data, based on typical compression. This is a storage dense plan suitable for environments where data volumes are higher and queries need not run at in-memory speeds.

j. IBM Bluemix Dedicated API Management 1000 API Calls Capacity – An environment that permits execution of a private version of IBM API Management for Bluemix within the dedicated environment with a capacity of 1000 API calls per second.

k. IBM Bluemix Dedicated API Management 500 API Calls Capacity - An environment that permits execution of a private version of IBM API Management for Bluemix within the dedicated environment with a capacity of 500 API calls per second.

l. IBM Bluemix Dedicated Community Services - An environment that permits deployment and execution of Bluemix Community Services up to a total of 50 Instances for EACH community service.

m. IBM Bluemix Dedicated Hardware Firewall - High Availability - A redundant 1 gigabit per second hardware firewall configured for protection for single, multiple, or all servers on same VLAN within the Dedicated environment.

n. IBM Bluemix Dedicated 1Gbps Vyatta VPN Configured for High Availability - A 1 gigabit per second Vyatta VPN configured for High Availability for use by the Dedicated environment.

o. IBM Bluemix Dedicated Instance One-Time Set Up - A one time charge for deploying and configuring your Dedicated Bluemix Environment.

p. IBM Dedicated MQ Light PR 30 Capacity - An environment that permits deployment and execution of MQ Light instances up to a total capacity of 30 service instances.

2. Entitlement and Billing Information

2.1 Charge Metrics

The Cloud Services are made available under one of the following charge metrics as specified in the Transaction Document:

a. Instance is a unit of measure by which the Cloud Service can be obtained. An Instance is access to a specific configuration of the Cloud Service. Sufficient entitlements must be obtained for each Instance of the Cloud Service made available to access and use during the measurement period specified in Client’s Proof of Entitlement (PoE) or Transaction Document.

2.2 Charges and Billing

The amount payable for the Cloud Service is specified in an Transaction Document.

2.3 Partial Month Charges

A partial month charge as specified in the Transaction Document may be assessed on a pro-rated basis.

3. Term and Renewal Options

The term of the Cloud Service begins on the date IBM notifies Client of their access to the Cloud Service, as documented in the PoE. The PoE will specify whether the Cloud Service renews automatically, proceeds on a continuous use basis, or terminates at the end of the term.

For automatic renewal, unless Client provides written notice not to renew at least 90 days prior to the term expiration date, the Cloud Service will automatically renew for the term specified in the PoE.

For continuous use, the Cloud Service will continue to be available on a month to month basis until Client provides 90 days written notice of termination. The Cloud Service will remain available to the end of the calendar month after such 90 day period.

4. Technical Support

Technical Support for services executed in the dedicated environment is included for no additional charge with this Bluemix Dedicated offering. A description of the support offering is found in the IBM Bluemix Service Description in the section titled Standard Support. The description of how charges are calculated for Standard Support does not apply to this Bluemix Dedicated offering.

5. Safe Harbor Compliance

IBM has not determined compliance of this Cloud Service with the US-EU and US-Swiss Safe Harbor Frameworks.
6. Additional Information

6.1 No Personal Health Information
The Cloud Service is not designed to comply with HIPAA and may not be used for the transmission or storage of any Personal Health Information.

6.2 Cookies
Client is aware and agree that IBM may, as part of the normal operation and support of the Cloud Service, collect personal information from Client (Client's employees and contractors) related to the use of the Cloud Service, through tracking and other technologies. IBM does so to gather usage statistics and information about effectiveness of our Cloud Service for the purpose of improving user experience and/or tailoring interactions with Client. Client confirms that Client will obtain or have obtained consent to allow IBM to process the collected personal information for the above purpose within IBM, other IBM companies and their subcontractors, wherever we and our subcontractors do business, in compliance with applicable law. IBM will comply with requests from Client's employees and contractors to access, update, correct or delete their collected personal information.

6.3 Data Collection
In the Bluemix Dedicated environment, IBM may collect data about system state including logins by Client's users (developers/operators) who deploy and operate Client's applications on Bluemix, IP addresses of components, machines on which applications are deployed, health of components, capacity of the environment, communication between components, changes to components and the environment, usage/metering of resources and services, component logs, etc. IBM will not collect or access data stored by applications, services, or end users who access the applications developed and deployed by Client or other personally identifiable end customer information. All data is used solely for the purpose of supporting the specific environment, which includes assuring the security, availability, performance, capacity and health of that environment. This data will not be used or shared for other purposes.