

## Service Description

### IBM Content Manager OnDemand on Cloud

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

#### 1. Cloud Service

IBM Content Manager OnDemand on Cloud (Cloud Service) provides:

- a. High Speed Archival
  - Load, index and archive application generated print output such as reports, bills, statements, policies, explanation of benefits, and payment/credit transactions.
  - Flexibility to handle large data files with multiple documents
  - Support for file formats PDF, AFP, Line Data, XML
- b. Auto Indexing
  - Loading and Indexing program in Cloud automatically extract meta data from reports and statements populating index fields in relational database for efficient search and retrieval.
- c. Storage Utilization
  - Archived data is compressed for efficient storage utilization.
- d. Archival with document expiry
  - To further optimize storage utilization, business policies can be defined to automatically expire archived data based on type of report or statement.
- e. Archival of banking transactions that comply with XML standards.
- f. Web and mobile access to archived statements and reports
- g. Full Text Search can be enabled to find stored documents by any text contained within a document.
- h. Holds can be enabled to prevent document expiration.
- i. Periodic distribution of reports to designated internal users
- j. Replication of production data to a secondary location in support of disaster recovery
- k. Secure, virtual private infrastructure
- l. Single standard VPN connection.
- m. Up to 4 TB of outbound bandwidth
- n. 24x7 production environment monitoring, virus scanning, intrusion detection / penetration testing services, software patches, and software upgrades
- o. Change Request management for Production Environments: Standard change request management follows up to 3 change requests per week for first 3 months of service and up to 1 change request per week thereafter. 7 days of lead time is expected for change requests. Unused change requests may not be rolled over.
- p. Cloud Services labeled as Non-Production are subject to the following limitations:
  - Client will be responsible for monitoring of the Cloud Service.
  - Client will be responsible for managing all non-maintenance changes to the Cloud Service.

The Cloud Service can only be used as part of Client's internal development and test environment for internal non-production activities, including but not limited to testing, performance tuning, fault diagnosis, internal benchmarking, staging, quality assurance activity and/or developing internally used additions or extensions using published application programming interfaces. Client is not authorized to use any part of the Cloud Service for any other purposes without acquiring the appropriate production entitlements.

## 1.1 Offerings

The Client may select from the following available offerings.

### 1.1.1 IBM Content Manager OnDemand Bronze V2.0

- a. PDF document loading and Indexing: after documents have been submitted by Client into the designated staging area on Cloud, Bronze configuration provides loading and indexing of up to 25GB data in 12-hour period.
- b. AFP and or Line Data document loading and indexing: after documents have been submitted by Client into the designated staging area on Cloud, Bronze configuration provides loading and indexing of up to 450GB data in 12-hour period.
- c. PDF document loading and Indexing with concurrent document search/retrieval: after documents have been submitted by Client into the designated staging area on Cloud, Bronze configuration provides loading and indexing of up to 15GB data with 30,000 concurrent document searches and retrieval operations in 12-hour period.
- d. AFP and or Line Data document loading and Indexing with concurrent document search/retrieval: after documents have been submitted by Client into the designated staging area on Cloud, Bronze configuration provides loading and indexing of up to 250GB data along with 30,000 concurrent document searches and retrieval operations in 12-hour period.
- e. Bronze configuration provides 1TB of storage.

### 1.1.2 IBM Content Manager OnDemand Silver V2.0

- a. PDF document loading and Indexing: after documents have been submitted by Client into the designated staging area on Cloud, Silver configuration provides loading and indexing of up to 50GB data in 12 hour period.
- b. AFP and or Line Data document loading and indexing: after documents have been submitted by Client into the designated staging area on Cloud, Silver configuration provides loading and indexing of up to 900 GB data in 12-hour period.
- c. PDF document loading and Indexing with concurrent document search/retrieval: after documents have been submitted by Client into the designated staging area on Cloud, Silver configuration provides loading and indexing of up to 30GB data with 60,000 concurrent document searches and retrieval operations in 12-hour period.
- d. AFP and or Line Data document loading and Indexing with concurrent document search/retrieval: after documents have been submitted by Client into the designated staging area on Cloud, Silver configuration provides loading and indexing of up to 500GB data along with 60,000 concurrent document searches and retrieval operations in 12-hour period.
- e. Silver configuration provides 1TB of storage.

### 1.1.3 IBM Content Manager OnDemand Gold V2.0

- a. PDF document loading and Indexing: after documents have been submitted by Client into the designated staging area on Cloud, Gold configuration provides loading and indexing of up to 100GB data in 12-hour period.
- b. AFP and or Line Data document loading and indexing: after documents have been submitted by Client into the designated staging area on Cloud, Gold configuration provides loading and indexing of up to 1800 GB data in 12-hour period.
- c. PDF document loading and Indexing with concurrent document search/retrieval: after documents have been submitted by Client into the designated staging area on Cloud, Gold configuration provides loading and indexing of up to 60GB data with 120,000 concurrent document searches and retrieval operations in 12-hour period.
- d. AFP and or Line Data document loading and Indexing with concurrent document search/retrieval: after documents have been submitted by Client into the designated staging area on Cloud, Gold configuration provides loading and indexing of up to 1 Terabyte data along with 120,000 concurrent document searches and retrieval operations in 12-hour period.
- e. Gold configuration provides 3TB of storage.

#### **1.1.4 IBM Content Manager OnDemand Platinum V2.0**

- a. PDF document loading and Indexing: after documents have been submitted by Client into the designated staging area on Cloud, Platinum configuration provides loading and indexing of up to 250GB data in 12-hour period.
- b. AFP and or Line Data document loading and indexing: after documents have been submitted by Client into the designated staging area on Cloud, Platinum configuration provides loading and indexing of up to 4.5 TB data in 12-hour period.
- c. PDF document loading and Indexing with concurrent document search/retrieval: after documents have been submitted by Client into the designated staging area on Cloud, Platinum configuration provides loading and indexing of up to 150GB data with 300,000 concurrent document searches and retrieval operations in 12-hour period.
- d. AFP and or Line Data document loading and Indexing with concurrent document search/retrieval: after documents have been submitted by Client into the designated staging area on Cloud, Platinum configuration provides loading and indexing of up to 2.5TB data along with 300,000 concurrent document searches and retrieval operations in 12-hour period.
- e. Platinum configuration provides 5TB of storage.

### **1.2 Optional Services**

#### **1.2.1 IBM Content Manager OnDemand Storage Add-On V2.0**

This Cloud Service provides 1TB additional storage.

#### **1.2.2 IBM Content Manager OnDemand Archival Storage Add-On**

This Cloud Service provides archival storage in 1TB increments. Archival storage is intended for data requiring less frequent use and may be subject to performance limitations.

#### **1.2.3 IBM Content Manager OnDemand Dedicated Add-On 2.0**

This Cloud Service provides upgrade of a selected virtual private environment to a single tenant private infrastructure including up to 20 TB of outbound bandwidth.

#### **1.2.4 IBM Content Manager OnDemand Federal Datacenter Add-On**

This Cloud Service, available to US government Clients and other Clients as approved by IBM, provides the Client's selected Cloud Service configuration to be implemented as a virtual private environment infrastructure wholly contained in a federal data center. Note: If client has multiple production and non-production environments, Federal Datacenters Add-ons should be obtained for all environments that are to be implemented in a Federal data center.

#### **1.2.5 IBM Content Manager OnDemand Non-Production Environments**

The following Cloud Services are limited to Non-Production use. "Non-Production" means that the Cloud Service can only be used as part of Client's internal development and test environment for internal non-production activities, including but not limited to testing, performance tuning, fault diagnosis, internal benchmarking, staging, quality assurance activity and/or developing internally used additions or extensions using published application programming interfaces. Client is not authorized to use any part of the Cloud Service for any other purposes without acquiring the appropriate production entitlements.

- a. IBM Content Manager OnDemand Non-Production Environment Bronze V2.0  
This Cloud Service provides a separate Instance, with its configuration sized the same and providing the same processing capacity as IBM Content Manager OnDemand Bronze 2.0, but high availability and disaster recovery are not included.
- b. IBM Content Manager OnDemand Non-Production Environment Silver V2.0  
This Cloud Service provides a separate Instance, with its configuration sized the same and providing the same processing capacity as IBM Content Manager OnDemand Silver 2.0, but high availability and disaster recovery are not included.
- c. IBM Content Manager OnDemand Non-Production Environment Gold V2.0  
This Cloud Service provides a separate Instance, with its configuration sized the same and providing the same processing capacity as IBM Content Manager OnDemand Gold 2.0, but high availability and disaster recovery are not included.

- d. IBM Content Manager OnDemand Non-Production Environment Platinum V2.0  
This Cloud Service provides a separate Instance, with its configuration sized the same and providing the same processing capacity as IBM Content Manager OnDemand Platinum 2.0, but high availability and disaster recovery are not included.

**1.3 Acceleration Services**

**1.3.1 IBM Content Manager OnDemand on Cloud Jump Start**

This set-up service provides up to 50 hours of remote consulting time for startup activities including (1) assistance with use cases, (2) coaching on proven practices for reports, dashboards and other systems tooling, (3) guided assistance and advice on preparation, execution and validation for initial data loading, and (4) other administrative and configuration topics of interest (collectively, "startup activities"). This remotely delivered set-up service is purchased per Engagement and expires 90 days from the date of the Transaction Document, regardless of whether all hours have been used.

**1.3.2 IBM Content Manager OnDemand on Cloud Accelerator**

This on demand service provides up to 50 hours of remote consulting time to be used for performing activities including (1) assistance with use cases, including data movement use cases in support of a one-time, point in time, data movement (2) coaching on proven practices for reports, dashboards and other systems tooling, (3) guided assistance and advice on preparation, execution and validation for initial data loading (including setup of source and target environments and data movement as defined in data movement use case) and (4) other administrative and configuration topics of interest (collectively, "Activities"). This remotely delivered set-up service is purchased per Engagement and expires 12 months from the date of the Transaction Document or on the last day of the initial Cloud Service subscription term, whichever is earliest, regardless of whether all hours have been used.

**2. Data Processing and Protection Data Sheets**

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://ibm.com/dpa/dpl> apply.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=3EB1F240DC8111E696821F2CAD9E9BCA>

**3. Service Levels and Technical Support**

**3.1 Service Level Agreement**

IBM provides Client with the following availability service level agreement (SLA). IBM will apply the highest applicable compensation based on the cumulative availability of the Cloud Service as shown in the table below. The availability percentage is calculated as the total number of minutes in a contracted month, minus the total number of minutes of Service Down in the contracted month, divided by the total number of minutes in the contracted month. The Service Down definition, the claim process and how to contact IBM regarding service availability issues are in IBM's Cloud Service support handbook at [https://www.ibm.com/software/support/saas\\_support\\_overview.html](https://www.ibm.com/software/support/saas_support_overview.html).

Availability	Credit (% of monthly subscription fee*)
Less than 99.9%	2%
Less than 99.0%	5%
Less than 95.0%	10%

\* The subscription fee is the contracted price for the month which is subject to the claim.

### 3.2 Technical Support

Technical support for the Cloud Service, including support contact details, severity levels, support hours of availability, response times, and other support information and processes, is found by selecting the Cloud Service in the IBM support guide available at <https://www.ibm.com/support/home/pages/support-guide/>.

## 4. Charges

### 4.1 Charge Metrics

The charge metric(s) for the Cloud Service are specified in the Transaction Document.

The following charge metrics apply to this Cloud Service:

- Engagement is a professional or training service related to the Cloud Services.
- Instance is each access to specific configuration of the Cloud Services.
- Request is the act by the Client authorizing IBM to perform a service submitted to or managed by the Cloud Services.
- Terabyte is 2 to the 40th power bytes processed by, used, stored, or configured in the Cloud Service.

### 4.2 Remote Services Charges

A remote service will expire 90 days from purchase regardless of whether the remote service has been used.

## 5. Additional Terms

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.

### 5.1 Verification

Client will i) maintain, and provide upon request, records, and system tools output, as reasonably necessary for IBM and its independent auditor to verify Client's compliance with the Agreement, and ii) promptly order and pay for required entitlements at IBM's then current rates and for other charges and liabilities determined as a result of such verification, as IBM specifies in an invoice. These compliance verification obligations remain in effect during the term of the Cloud Service and for two years thereafter.

### 5.2 Enabling Software

Enabling Software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
AFP Viewer	Client may access and download AFP Viewer. AFP Viewer is a web browser plug-in which Client may install on user's web browser to view documents in AFP (Advanced Function Printing) format. Client may install AFP viewer on those user's web browser who have been set up for web access and need to access and view documents in AFP format. Information for downloading AFP Viewer plug-in will be provided upon written request by Client.
IBM Content Manager OnDemand Windows Client Software	Client may access and download this client software for purposes of testing and verification, or for purposes of creating user-ids of those personnel within Client's organization who will be accessing the Cloud Service.
OnDemand Web Enablement Kit	OnDemand Web Enablement Kit provides Java APIs for Content Manager OnDemand. Client may access and download this software for the purposes of developing custom applications that need to access or interoperate with the Cloud Service.
ARSLoad	Client may access and download ARSLoad program. It is used for loading and indexing data into Content Manager OnDemand.

### **5.3 FTP Software**

To submit reports, statements or any other documents to be loaded and indexed into the Cloud Service, Client is required to use FTP (File Transfer Protocol) client software. IBM will provide connection information to connect to the Cloud Service for submitting data to be loaded and indexed into the Cloud Service.

### **5.4 Virtual Private Network (VPN)**

Client may select to utilize a software VPN connection for securely connecting to the Cloud Service. Information about the VPN will be provided upon written request by Client. Configuration of up to one VPN endpoints (gateways) provided.

### **5.5 Restricted Function in Cloud Service**

The Cloud Service prohibits use of the CD-ROM mastering option and Client agrees such function is not available for use.