

Service Description

IBM Cloud Enterprise Records

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

1. Cloud Service

IBM Cloud Enterprise Records is a private cloud solution for records management that combines content, processes, content federation technology, and connectivity to automate all record-based activities by supporting the entire life-cycle of records from creation to disposition.

Client must purchase a subscription to at least one of the prerequisite Base Service Offerings listed below, with the same tier (i.e., Bronze, Silver, Gold, Platinum):

- IBM Content Foundation on Cloud
- IBM Case Manager on Cloud

1.1 Offerings

Each base offering represents capacity to process a certain amount of data volume and user operations in the time period specified below. The capacity descriptions are intended to be guidelines to help a Client select an appropriate configuration for intended workloads. Actual results may vary based on Client specifics.

1.1.1 IBM Cloud Enterprise Records Bronze

Bronze configuration is intended to support up to 50 concurrent knowledge workers actively working.

1.1.2 IBM Cloud Enterprise Records Silver

Silver configuration is intended to support up to 250 concurrent knowledge workers actively working.

1.1.3 IBM Cloud Enterprise Records Gold

Gold configuration is intended to support up to 1,000 concurrent knowledge workers actively working.

1.1.4 IBM Cloud Enterprise Records Platinum

Platinum configuration is intended to support up to 5,000 concurrent knowledge workers actively working.

1.2 Optional Services

1.2.1 IBM Cloud Enterprise Records Non-Production Environments

Client may purchase an additional Instance for test and development purposes. The Cloud Enterprise Records Non-Production Environment may not be used for production purposes.

a. IBM Cloud Enterprise Records Non-Production Environment Bronze

The Non-Production environment configuration is sized the same as IBM Cloud Enterprise Records Bronze. The Non-Production environment does not provide high availability or disaster recovery.

b. IBM Cloud Enterprise Records Non-Production Environment Silver

The Non-Production environment configuration is sized the same as IBM Cloud Enterprise Records Silver. The Non-Production environment does not provide high availability or disaster recovery.

c. IBM Cloud Enterprise Records Non-Production Environment Gold

The Non-Production environment configuration is sized the same as IBM Cloud Enterprise Records Gold. The Non-Production environment does not provide high availability or disaster recovery.

d. IBM Cloud Enterprise Records Non-Production Environment Platinum

The Non-Production environment configuration is sized the same as IBM Cloud Enterprise Records Platinum. The Non-Production environment does not provide high availability or disaster recovery.

1.2.2 IBM Cloud Enterprise Records Dedicated Add-On

Client may upgrade a selected virtual private environment to a single tenant private infrastructure. This includes up to 20 TB of outbound bandwidth; higher bandwidth quoted separately.

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 if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=5B05B690D05811E78F8FA93481EF6122>

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.

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:

- Instance is each access to a specific configuration of the Cloud Services.

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 External User Access

Client may choose to give external users access to the Client. Client is responsible for these external users, including but not limited to a) any claims made by the external users relating to the Cloud Service, or b) any misuses of the Cloud Service by the external users.

5.2 Links to Third Party Websites or Other Services

If Client or a Cloud Service User transmits content to a third-party website or other service that is linked to or made available by the Cloud Service, Client and the Cloud Service User must provide IBM with the consent to enable any such transmission of Content, but such interaction is solely between Client and the third-party website or service. IBM makes no warranties or representations about such third-party sites or services and shall have no liability for such third-party sites or services.

5.3 Virtual Private Network (VPN)

Client may select to utilize a software VPN connection for the purpose of securely connecting to the Cloud Service. Information about the VPN will be provided upon written request by Client.