

Service Description

IBM Order Management – Inventory Visibility

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Order Management – Inventory Visibility

IBM Order Management – Inventory Visibility is a cloud service offering under the IBM Order Management family of offerings. It can be used standalone or with IBM Order Management Essentials Edition or Standard Edition. Inventory Visibility collects inventory levels across various selling channels to provide a comprehensive view of real-time current and future inventory information for efficient utilization and promising. It aggregates inventory from internal and external source locations, depicting current supplies, in-transit quantities, and current demand. Inventory Visibility can integrate with IBM Order Management, or other order management systems, as well as financial, tax, payment, and other inventory-related systems.

The subscription fees for this Cloud Service includes the following resources and services:

- One (1) Production Environment
- One (1) Non-Production Environment
- Four (4) hour Recovery Time Objective (RTO) and two (2) hour Recovery Point Objective (RPO)

Non-Production Environment provides a single, functionally equivalent instance of production and the supporting infrastructure used typically for quality assurance, performance, and final testing of the Cloud Service, including the Cloud Service application. A Non-Production Environment typically only has stable code streams deployed in preparation for the final promotion to other environments.

Production Environment is the final resting point for all "Run" software in the Cloud Service lifecycle management. Access to this system is restricted to IBM personnel or authorized users only. The Production Environment comprises the Cloud Service application, systems, and supporting systems infrastructure, that the end users and the Clients of an organization access and use on an operational basis to execute its business processes and transactions. Production Environments include redundancy and multi-active architecture needed for disaster recovery.

Recovery Point Objective is the maximum tolerable period in which data might be lost from an IT service due to a disaster. Recovery Time Objective is the targeted duration of time, within which a business process must be restored after a disaster is declared in order to avoid unacceptable consequences associated with a break in business continuity. IBM will use commercially reasonable efforts to meet the applicable Recovery Point Objective / Recovery Time Objective if IBM has reasonably determined that a disaster has occurred.

1.2 Optional Services

1.2.1 IBM Order Management – Inventory Visibility – AddOn – Non-Production Environment

Customers can buy additional non-production environments for development, testing, or performance benchmarking.

1.3 Acceleration Services

1.3.1 IBM Order Management-Inventory Visibility One Time Setup

This setup service is required to provision the Inventory Visibility Cloud Service.

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=B8EE76103F1811E7BE8E09C6CE305F89>

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:

- API Call is the invocation of the Cloud Service through a programmable interface.
For this Cloud Service, API Calls represent Inventory Actions. Inventory Actions are inventory lookup, reservations or adjustments:
 - for each inventory item
 - for no more than 10 batch inquiries/updates using the inventory network or inventory node call APIs.
- Instance is each access to a specific configuration of the Cloud Services.

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.

6. Overriding Terms

6.1 Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to Client's Content (Insights) or that otherwise identify Client. IBM may however use Content and other information (except for Insights) that results from Content in the course of providing the Cloud Service subject to removing personal identifiers; so that any personal data can no longer be attributed to a specific individual without the use of additional information. IBM will use such data only for research, testing, and offering development.