

Service Description

IBM Digital Business Automation 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

The IBM Digital Business Automation on Cloud offering allows Client to purchase FlexPoint entitlements on a monthly subscription basis that may be allocated and applied to usage of the specified bundled Digital Business Automation Cloud Service offerings during the subscription period in accordance with the ratios and conditions below.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Digital Business Automation on Cloud

The bundled offering entitlement ratio tables below outline the number of FlexPoint entitlements required for authorized use of each bundled offering. Client may allocate FlexPoint entitlements among bundled offerings during the subscription period and may re-allocate FlexPoints between bundled offerings no more than once a month. Allocation changes may be requested by opening a support ticket and providing an updated provisioning form. IBM reserves the right to limit the number of allocation change requests within the subscription period.

Each bundled offering may be accompanied by, and is subject to, its respective Service Description terms and those terms apply to Client's use of that bundled offering. In the event of conflict, the terms in this Service Description document supersede the bundled offering's terms. Service Descriptions can be found at <https://www-03.ibm.com/software/sla/sladb.nsf/sla/sd?OpenDocument>. The most recent bundled offering Service Description on the date of the transaction is the one that applies.

The bundled offerings include:

a. IBM Blueworks Live

IBM Blueworks Live is a cloud-based business process modeling tool that lets Clients discover and model business processes and decisions for their Client's organization. Using a web browser, Clients can collaborate with local and distributed teams and access the tool from anywhere.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
Blueworks Live Editor	58
Blueworks Live Contributor	12
Blueworks Live 100 Viewers	233
Blueworks Live 500 Viewers	1,166
Blueworks Live 1000 Viewers	2,332

Minimum Allocation Requirements

- 10 Blueworks Live Editor

b. IBM Business Automation Workflow on Cloud

IBM Business Automation Workflow on Cloud (BAWoC) is a software-as-a-service solution that integrates the capabilities of business process and case management into a single workflow offering on the cloud. It unites information, process, and users to provide a 360-degree view of work. In addition to process management, workflow uses advanced analytics, business rules, and collaboration to drive more successful, optimized business outcomes.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
Enterprise Concurrent User per Month – Simple Tier	
• Tier 1-49	325 per Concurrent User
• Tier 50-99	281 per Concurrent User
• Tier 100-199	193 per Concurrent User

Offering Option	Flexpoints per Month
• Tier 200-299	138 per Concurrent User
• Tier 300-399	110 per Concurrent User
• Tier 400-499	99 per Concurrent User
• Tier 500-999	88 per Concurrent User
• Tier 1000-4999	55 per Concurrent User
• Tier 5000 and above	33 per Concurrent User
Enterprise Additional Non-Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-49	81 per Concurrent User
• Tier 50-99	70 per Concurrent User
• Tier 100-199	48 per Concurrent User
• Tier 200-299	34 per Concurrent User
• Tier 300-399	28 per Concurrent User
• Tier 400-499	25 per Concurrent User
• Tier 500-999	22 per Concurrent User
• Tier 1000-4999	14 per Concurrent User
• Tier 5000 and above	8 per Concurrent User
Enterprise Additional Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-49	163 per Concurrent User
• Tier 50-99	141 per Concurrent User
• Tier 100-199	96 per Concurrent User
• Tier 200-299	69 per Concurrent User
• Tier 300-399	55 per Concurrent User
• Tier 400-499	50 per Concurrent User
• Tier 500-999	44 per Concurrent User
• Tier 1000-4999	28 per Concurrent User
• Tier 5000 and above	17 per Concurrent User
Express Concurrent User per Month – Simple Tier	
• Tier 1-19	336 per Concurrent User
• Tier 20-29	242 per Concurrent User
• Tier 30-39	228 per Concurrent User
• Tier 40-50	209 per Concurrent User
Storage Terabyte per Month	5,280
Cloud Object Storage Terabyte per Month	459
Additional Memory 16 Gigabyte per Month	330
VPN	1612

Minimum Allocation Requirements

- BAWoC Enterprise – 25 Concurrent Users
- BAWoC Express – 10 Current Users

c. IBM Business Automation Content Services on Cloud

IBM Business Automation Content Services on Cloud (BACSoC) is a comprehensive content management cloud service that delivers document management and content lifecycle management capabilities that can be provisioned as a flexible, cost-effective cloud service for new and existing applications.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
Enterprise Concurrent User per Month – Simple Tier	
• Tier 1-99	197 per Concurrent User
• Tier 100-199	190 per Concurrent User
• Tier 200-299	183 per Concurrent User
• Tier 300-399	171 per Concurrent User
• Tier 400-499	151 per Concurrent User
• Tier 500-999	139 per Concurrent User
• Tier 1000-4999	79 per Concurrent User
• Tier 5000 and above	31 per Concurrent User

Offering Option	Flexpoints per Month
Enterprise Additional Non-Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-99	77 per Concurrent User
• Tier 100-199	75 per Concurrent User
• Tier 200-299	72 per Concurrent User
• Tier 300-399	66 per Concurrent User
• Tier 400-499	58 per Concurrent User
• Tier 500-999	54 per Concurrent User
• Tier 1000-4999	31 per Concurrent User
• Tier 5000 and above	12 per Concurrent User
Enterprise Additional Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-99	156 per Concurrent User
• Tier 100-199	151 per Concurrent User
• Tier 200-299	144 per Concurrent User
• Tier 300-399	135 per Concurrent User
• Tier 400-499	119 per Concurrent User
• Tier 500-999	110 per Concurrent User
• Tier 1000-4999	63 per Concurrent User
• Tier 5000 and above	24 per Concurrent User
Express Concurrent User per Month – Simple Tier	
• Tier 1-19	413 per Concurrent User
• Tier 20-29	260 per Concurrent User
• Tier 30-39	209 per Concurrent User
• Tier 40-49	184 per Concurrent User
API Calls Thousand API Calls	6
Storage Terabyte per Month	1,892
Cloud Object Storage Terabyte per Month	300
Additional Memory 16 Gigabyte per Month	151
VPN	1612
IBM Enterprise Records Add On Concurrent User per Month – Simple Tier	
• Tier 1-19	231 per Concurrent User
• Tier 20-29	130 per Concurrent User
• Tier 30-39	107 per Concurrent User
• Tier 40-49	105 per Concurrent User
• Tier 50-99	103 per Concurrent User
• Tier 100-199	99 per Concurrent User
• Tier 200-299	92 per Concurrent User
• Tier 300-399	86 per Concurrent User
• Tier 400-499	76 per Concurrent User
• Tier 500-999	70 per Concurrent User
• Tier 1000-4999	40 per Concurrent User
• Tier 5000 and above	22 per Concurrent User
IBM Enterprise Records Add On Additional Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-19	183 per Concurrent User
• Tier 20-29	103 per Concurrent User
• Tier 30-39	85 per Concurrent User
• Tier 40-49	83 per Concurrent User
• Tier 50-99	79 per Concurrent User
• Tier 100-199	76 per Concurrent User
• Tier 200-299	73 per Concurrent User
• Tier 300-399	69 per Concurrent User
• Tier 400-499	60 per Concurrent User
• Tier 500-999	55 per Concurrent User
• Tier 1000-4999	32 per Concurrent User
• Tier 5000 and above	18 per Concurrent User

Offering Option	Flexpoints per Month
IBM Enterprise Records Add On Additional Non-Prod Environment Concurrent User per Month – Simple Tier	
• Tier 1-19	91 per Concurrent User
• Tier 20-29	51 per Concurrent User
• Tier 30-39	42 per Concurrent User
• Tier 40-49	41 per Concurrent User
• Tier 50-99	39 per Concurrent User
• Tier 100-199	38 per Concurrent User
• Tier 200-299	37 per Concurrent User
• Tier 300-399	33 per Concurrent User
• Tier 400-499	30 per Concurrent User
• Tier 500-999	28 per Concurrent User
• Tier 1000-4999	16 per Concurrent User
• Tier 5000 and above	9 per Concurrent User

Minimum Allocation Requirements

- BACSoC Enterprise – 50 Concurrent Users and 2 API Thousand Calls
- BACSoC Express – 10 Concurrent Users and 1 API Thousand Calls
- Quantity of IBM Enterprise Records Concurrent Users and Additional Environments must match the BACSoC Express/Enterprise Concurrent Users and any Additional Environments

d. IBM Business Automation Content Analyzer

IBM Business Content Analyzer on Cloud service can digitize, classify, and extract data from documents. It enables IBM Watson and other AI technologies to reveal business insight from PDF files.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
1000 Pages per Month – Graduated Tier	
• Tier 1-5	330 per 1,000 Pages
• Tier 6-25	110 per 1,000 Pages
• Tier 26-250	66 per 1,000 Pages
• Tier 251-500	44 per 1,000 Pages
• Tier 501 – 1,000	33 per 1,000 Pages
• Tier 1,001 and above	22 per 1,000 Pages
Additional Ontology per Month	880 per Ontology

Minimum Allocation Requirements

- 5 Thousand Pages

e. IBM Operational Decision Manager on Cloud

IBM Operational Decision Manager on Cloud (ODMoC) is a cloud service that helps Client capture, automate, and manage rule-based business decisions.

Entitlement Ratio Table

Offering Option	Flexpoints per Month
ODMoC – Thousand Managed Decision Artifacts	1,100
ODMoC – Million Rules Decisions – Graduated Tier	
• Tier 1-2	2,750 per Million Decisions
• Tier 3-10	1,100 per Million Decisions
• Tier 11-50	825 per Million Decisions
• Tier 51-100	550 per Million Decisions
• Tier 101 and above	275 per Million Decisions
ODMoC – Additional Environment Instance	2,200
ODMoC Express – Instance	3,300
ODMoC Express – Additional Environment Instance	1650

Minimum Allocation Requirements

- ODMoC – 2 Million Rules Decisions and 1 Thousand Managed Decision Artifacts
- ODMoC Express – 1 Instance

1.2 Optional Services

1.2.1 IBM Digital Business Automation on Cloud Add-on

This optional service provides an add-on for a Virtual Server to the Digital Business Automation on Cloud service. The Virtual Server will be managed as part of the Cloud Service. Client may add up to ten Virtual Servers. This option may be used for the following:

- To increase the capacity of the cloud services for the Cloud Service
- To provide a backup server capability for the Cloud Service

1.3 Acceleration Services

1.3.1 IBM Digital Business Automation on Cloud Add-on Operations

This optional service provides an add-on for operations work. These services are not consulting implementation services. Each Engagement of this one day service includes up to 8 person-hours of operations activities. This option may be used for the following:

- Client specific business continuity testing
- Specialized configuration performance tuning
- Special industry or security certification support
- Application deployment support

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.

IBM Blueworks Live

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1413347324489>

IBM Business Automation Workflow on Cloud

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1413347452462>

IBM Business Automation Content Services on Cloud

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=6207A810166F11E8873F3D2319B8F34B>

IBM Business Automation Content Analyzer

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=12B2DA90A13511E88A70560C75A2DCDE>

IBM Operational Decision Manager on Cloud

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=63981920903B11E49803C6F06C4301C6>

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:

- FlexPoint is a common unit of value for the specified bundled IBM offerings.
- Virtual Server is comprised of processing units, memory and input/output capabilities that executes requested procedures, commands or applications made available to the Cloud.
- Engagement is a professional or training service related to 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.