

Service Description

IBM Incentive Compensation Management on Cloud Services Add-Ons

Upon acceptance of Client's order, this Service Description applies to the Acceleration Services to support Client's Cloud Service. The applicable order documents provide pricing and additional details about Client's order.

1. Acceleration Service

IBM Incentive Compensation Management on Cloud Services Add-Ons are remotely delivered subscription services available as add-ons to Clients' IBM Incentive Compensation Management on Cloud Service. These services are designed to expedite access to support professionals, provide remote technical advisory services and skill building activities.

This Service Description describes support options available for Clients as add-ons to the support of their IBM Incentive Compensation Management on Cloud Service. Client means the contracting party and its authorized users and recipients of these additional support offerings.

1.1 Services

The Client may select from the following available services.

1.1.1 IBM Incentive Compensation Management on Cloud – Enhanced Support Add-On

IBM Incentive Compensation Management on Cloud – Enhanced Support Add-On includes the following:

- a. Expedited case response through priority handling and access to a support professional
- b. Welcome call or letter for an introduction of available services and features

1.1.2 IBM Incentive Compensation Management on Cloud – Premier Support Add-On

IBM Incentive Compensation Management on Cloud – Premier Support Add-On includes the following:

- a. Mission-critical care, issue and escalation management through priority handling of cases and faster routing to a support professional.
- b. Four hours per month of remote technical advisory services.
- c. Proactive business protection with the assignment of a Technical Account Manager (TAM) to coordinate services provided under this Agreement and assist in helping Client sustain and optimize Client's IBM solutions through business planning, mission critical support and partnering to build skills.

The TAM will be available to the Client for the assistance described herein for 25 hours monthly. The TAM is available during the country's hours of operation as defined in the support handbook at <https://www.ibm.com/support/docview.wss?uid=ibm10733923#setup-spt>.

The TAM will contact the Client regarding the deliverables included in the offering and direct contact information.

- d. Client advocacy and business planning:
 - supplying personalized success planning to help achieve desired outcomes and return on investment;
 - participating in Client calls to provide input regarding the use of their IBM solution;
 - engaging in escalation processes as required to help drive resolution;
 - providing access to advisory expertise, tactical best practice advice, and proactive and preemptive assistance;
 - identifying areas of improvement and outlining a clear path to implementation; and
 - providing advice and direction in project planning for roadmap decisions and to help avoid road blocks.
- e. Client advocacy and business planning:
 - monitoring, managing and escalating support Cases;
 - providing regular account reviews and support Case reporting; and

- providing advice on solution changes.
- f. Partnering to build skills:
- identifying personalized learning activities to help close skills gaps.

1.1.3 IBM Incentive Compensation Management on Cloud Technical Support Advisor

The IBM Technical Support Advisor service is delivered remotely and provides a named Technical Support Advisor (TSA), to be assigned to the Client. The TSA is a technically skilled individual who will focus on technical concerns that are raised by the Client. The TSA will partner with the Client to understand the business value of their IBM Incentive Compensation Management (ICM) solution, provide both proactive and reactive advice to optimize the architecture, operation, and expansion of the IBM Cloud solution, and become a technical sounding board for the Client. The TSA can be bought separately from or in conjunction with (to complement) the IBM Enhanced Support or IBM Premier Support offerings. The TSA may be an IBM employee or IBM subcontractor.

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.

<http://www.ibm.com/software/sla/sladb.nsf/sla/sd-dpa-labor>

3. Service Levels and Technical Support

No Service Level Agreement or Technical Support is available for this Service Description.

4. Entitlement and Billing Information

4.1 Charge Metrics

The Acceleration Service is available under the charge metric specified in the Transaction Document:

- Instance is each access to 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.

5.1 Materials

Materials created by IBM in the performance of these offerings and delivered to Client (excluding any preexisting works on which those materials may be based) are works made for hire, to the extent permitted under applicable law, and are owned by Client. Client grants to IBM an irrevocable, perpetual, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works based on those materials.