

## Service Description

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### IBM Maximo Asset Monitor

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

#### 1. Cloud Service

IBM Maximo Asset Monitor is a dashboarding and analytics service, based on the IBM Watson IOT Platform, which enables users to remotely monitor the condition of assets, and then examine each asset and its structural parts through instrumented sensors.

##### 1.1 Offerings

The Client may select from the following available offerings

###### 1.1.1 IBM Maximo Asset Monitor

Monitor provides a visual front-end of current and historical trending data via historian, SCADA systems, and IoT sensors. It has a hierarchical navigation capability which enables users to examine each asset's sensor measurements in detail. This capability, coupled with AI-powered anomaly detection and alerts and a pre-built customizable dashboard, increases operational visibility by aggregating data from a broad range of sources such as historian, SCADA systems and IoT sensors.

Each Item entitlement includes 5 Kilobytes of storage capacity.

##### 1.2 Optional Services

###### 1.2.1 IBM Maximo Asset Monitor Capacity Unit

IBM Maximo Asset Monitor Capacity Unit provides Client with the ability to augment Client's instance of the platform with additional storage capacity. Additional storage capacity can be obtained either on a pay per use basis or a subscription basis to expand Client's device subscription.

#### 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 Watson IOT Platform

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=2B4539E04A4711E79342EA59690D4322>

#### 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).

<b>Availability</b>	<b>Credit (% of monthly subscription fee*)</b>
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:

- Item is an occurrence of a specific item that is managed by, processed by, or related to the use of the Cloud Service. For this Cloud Service, an Item is a numerical value including a date representation based on a sensor measurement, failure reading, measurement taken or status indicator.
- Capacity Unit is an independent measure of capacity related to the use of the Cloud Services.

<b>Capacity Type</b>	<b>Storage per Capacity Unit</b>
Megabytes of Storage	250 MB

## 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.