



Service Description

IBM Predictive Solutions Foundation on Cloud

This Service Description describes the Cloud Service IBM provides to Client. Client means the company and its authorized users and recipients of the Cloud Service. The applicable Quotation and Proof of Entitlement (PoE) are provided as separate Transaction Documents

1. Cloud Service

1.1 IBM Predictive Solutions Foundation on Cloud

IBM Predictive Solutions Foundation on Cloud offers new industry-specific content, easier predictive model development, and a user experience designed to provide relevant insight to lines of business.

Features and capabilities include:

- Industry content - cloud-based industry specific models, dashboards, data schema specific to assets and processes in chemical & petroleum, energy & utility, automotive, and others.
- Easier development - enables subject matter experts (such as an operations engineer) to leverage an asset library to build accurate models without IT or data scientist expertise on cloud.
- LoB oriented - provides new cloud-based user experience geared towards providing predictive maintenance insight to the operations analyst without involvement of IT and/or a data scientist.

This Cloud Service is not designed to any specific security requirements for regulated content, such as personal information or sensitive personal information. Client is responsible to determine if this Cloud Service meets Clients needs with regard to the type of content Client uses in connection with the Cloud Service.

1.2 IBM Predictive Maintenance on Cloud

This Cloud Service enables users to monitor, maintain and optimize assets for better utilization and performance. The system automatically detects failure patterns before they occur and predict future failures enabling preemptive deployment of maintenance and repair resources

1.3 IBM Analytics Solutions Foundation on Cloud

This Cloud Service is a pre-built platform that addresses analytic needs from data capture to predicting scores to profiling the assets and visualizing the business insights. This Cloud Service includes 12TB storage and 1 million events.

1.4 IBM Analytic Solutions Foundation Model Authoring on Cloud

This Cloud Service provides secure access to a cloud based IBM SPSS Modeler Client environment that is required for authoring and working with models and streams.

1.5 Optional Features

1.5.1 IBM Analytics Solution Foundation on Cloud Additional Storage

This Cloud Service will increase your database requirements in increments of 4TB.

1.5.2 IBM Analytics Solution Foundation on Cloud Additional Events

This Cloud Service extends event analytics beyond the base limit and is purchased in units of 100,000 events.

2. Security Description

This Cloud Service follows IBM's data security and privacy principles for Cloud Service which are available at <https://www.ibm.com/cloud/resourcecenter/content/80> and any additional terms provided in this section. Any change to IBM's data security and privacy principals will not degrade the security of the Cloud Service.

3. Technical Support

During the subscription period, technical support is provided for the duration of this Cloud Service as set forth in the IBM SaaS Support Handbook at <http://www.ibm.com/software/support/handbook.html> or a subsequent URL provided by IBM. Technical support is included with the Cloud Service and is not available as a separate offering.

4. Entitlement and Billing Information

4.1 Charge Metrics

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

- a. Instance is a unit of measure by which the Cloud Service can be obtained. An Instance is access to a specific configuration of the Cloud Service. Sufficient entitlements must be obtained for each Instance of the Cloud Service made available to access and use during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.
- b. Asset is a unit of measure by which the Cloud Service can be obtained. An Asset is any tangible resource or item of value to be managed, including production equipment, facilities, transportation, IT hardware and software. Any resource or item with a unique identifier in the Cloud Service is separate Asset. Sufficient entitlements must be obtained to cover the Assets accessed or managed by the Cloud Service during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.
- c. Terabyte is a unit of measure by which the Cloud Service can be obtained. A Terabyte is 2 to the 40th power bytes. Sufficient entitlements must be obtained to cover the total number of Terabytes processed by the Cloud Service during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.
- d. Events is a unit of measure by which the Cloud Service can be obtained. Event entitlements are based on the number of occurrences of a specific event related to the use of the Cloud Service. Event entitlements are specific to the Cloud Service and the type of event may not be exchanged, interchanged, or aggregated with other Event entitlements of another Cloud Service or type of event. Sufficient entitlements must be obtained to cover every event that occurs during the measurement period specified in a Proof of Entitlement (PoE) or Transaction Document.

For this Cloud Service, Events are sold in quantity increments of 100,000.

4.2 Partial Month Charges

A partial month charge as specified in the Transaction Document may be assessed on a pro-rated basis.

4.3 Overage Charges

If actual usage of the Cloud Service during the measurement period exceeds the entitlement specified in the PoE, Client will be charged for the overage as specified in the Transaction Document.

5. Term and Renewal Options

The term of the Cloud Service begins on the date IBM notifies Client of their access to the Cloud Service, as documented in the PoE. The PoE will specify whether the Cloud Service renews automatically, proceeds on a continuous use basis, or terminates at the end of the term.

For automatic renewal, unless Client provides written notice not to renew at least 90 days prior to the term expiration date, the Cloud Service will automatically renew for the term specified in the PoE.

For continuous use, the Cloud Service will continue to be available on a month to month basis until Client provides 90 days written notice of termination. The Cloud Service will remain available to the end of the calendar month after such 90 day period.

6. Additional Information

6.1 Enabling Software

This Cloud Service includes enabling software, which may be used only in connection with Client's use of the Cloud Service and only for the Cloud Service term.

6.2 Prohibited Uses

"No High Risk Use." Client may not use the Cloud Service in any application or situation where the Cloud Service failure could lead to death or serious bodily injury of any person, or to severe physical or environmental damage ("High Risk Use"). Examples of High Risk Use include, but are not limited to: aircraft or other modes of human mass transportation, nuclear or chemical facilities, life support systems, implantable medical equipment, motor vehicles, or weaponry systems. High Risk Use does not include utilization of Cloud Service for administrative purposes, to store configuration data, engineering and/or configuration tools, or other non-control applications, the failure of which would not result in death, personal injury, or severe physical or environmental damage. These noncontrolling applications may

communicate with the applications that perform the control, but must not be directly or indirectly responsible for the control function.

6.3 Use Limitations

Definitions:

- a. "IBM SaaS Artifacts" means the materials that are listed in the IBM SaaS Artifacts list in the IBM SaaS User guide. IBM SaaS Artifacts are a variety of predefined and preconfigured materials which include, but are not limited to: predictive models; business rules; message flows; business intelligence models, reports, active reports and dashboards; master data management model structure; and the data schema.
- b. An "Asset" is any tangible resource or item of value to be managed, including production equipment, facilities, transportation, IT hardware and software.

Client may use the Cloud Service to modify the IBM SaaS Artifacts or to create new IBM SaaS Artifacts (collectively "Customized IBM SaaS Artifacts").

IBM SaaS Artifacts and Customized IBM SaaS Artifacts may not be used independently of this Cloud Service.

Client has no obligation of support for Customized IBM SaaS Artifacts. Any Cloud Service warranties are not applicable to the Customized IBM SaaS Artifacts.

The Cloud Service may only be used with Predictive Maintenance on Cloud Data. Predictive Maintenance on Cloud Data is data directly attributable to Client's Assets or data that is used to analyze an Asset including contextual data.