



## Service Description

### IBM Globalization Pipeline for Bluemix

Except as noted below the terms of the IBM Bluemix Service Description, as applicable, apply.

#### 1. Cloud Service Description

The IBM Globalization Pipeline for Bluemix service is a DevOps integrated translation management platform that enables developers to translate, store, and manage their application content in different written languages. Utilizing the service's dashboard capabilities, REST API, and SDKs, users can translate their application content and automatically deploy it. Globalization Pipeline for Bluemix utilizes a generic machine translation engine, which provides translation in a selection of major market languages. Users can also choose to integrate with chargeable machine translation engine services (IBM Watson Language Translator, for example) for more languages at an additional cost managed through those services.

Globalization Pipeline also provides a capability that enables Client to submit application content for human review, editing, and translation by professional translators. This capability is charged by Word as described in the service metric below, where the word count is based on the translation source text and the minimum word count for a resource key is 1 if no Unicode letters are included in the value. Supported source and target languages are described in the service documentation.

If Client chooses to utilize this capability:

- Client agrees that IBM may use third party contractors ("Contractors") to perform the translation service and allow IBM to share Client's materials with Contractors. To the extent that Client does not wish to share confidential information or personally identifiable information with Contractors, Client is responsible for removing such information prior to using the service.
- The translated works are a works made for hire. To the extent that the translated work is not recognized as a 'work made for hire' as a matter of law, IBM hereby assigns to Client any and all copyrights in and to the translated work.
- The human translation service is performed using industry best practices. It is offered on an "as-is" basis. IBM makes no representations or warranties regarding the accuracy or completeness of the human post-edited translated text.
- Turnaround times for human review and editing displayed in the service dashboard are estimates only. IBM makes no representations or warranties regarding estimated turnaround times.

#### 2. Security Description

Client recognizes this Cloud Service does not offer features for the protection of content that contains personal data, sensitive personal data or data subject to additional regulatory requirements. If Client includes such data in its content, it instructs IBM to process such data in accordance with this Agreement after determining that the technical and organizational security measures are appropriate to the risks presented by the processing and the nature of the data to be protected. Client acknowledges that IBM has no knowledge of the types of data that have been included in the content, and cannot make an assessment as to the suitability of the Cloud Services or the security protections in place.

#### 3. Entitlement and Billing Information

##### 3.1 Charge Metrics

The Cloud Service is offered in accordance with the following charge metric(s):

**Instance** – An Instance is access to a specific configuration of the Cloud Service. Client will be charged for each Instance of the Cloud Service that exists during each month during the billing period.

**Megabyte** – A Megabyte is 2 to the 20th power bytes. Client will be charged for the maximum number of full or partial Megabytes analyzed, used, or configured in the Cloud Service during each month during the billing period.

**Word** – A Word is a unit of language with boundaries defined by Unicode Standard Annex #29 Unicode Text Segmentation and which includes at least one letter. Client will be charged for the number of Words submitted to the Cloud Service during the billing period.