

Service Description

IBM Master Data Management Collaborative Edition 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

This Cloud Service is hosted on IBM Softlayer and offers the features of an on-premise Master Data Management Collaborative Edition (MDM CE) deployment without the complexity and risk of managing the supporting infrastructure.

Features include:

- a. preinstalled MDM configurations for development, test, staging and production MDM environments to manage a line of business through to enterprise application;
- b. fully customizable built in hardware and software infrastructure for backup;
- c. high availability; and
- d. secured connectivity for all Instances over VPN.

IBM does not guarantee that Client's implementation will fit within the designed sizing as described below since the actual capacity of each edition is dependent on the complexity of the underlying data model and the amount of history maintained. If Client exceeds the optimum usage specifications for the selected edition, Client may experience a decline in performance.

Information regarding the configuration details of the Production and Non-Production (Dev, QA, and Staging) instances for the below editions can be found at

<https://public.dhe.ibm.com/cloud/bluemix/managed/mdmce>.

1.2 Offerings

The Client may select from the following available offerings.

1.2.1 IBM Master Data Management Collaborative Edition on Cloud Small

This Cloud Service offers MDM CE installed into a virtual server configuration with high availability option (except for Database Tier) and is suitable as a production or pre-production operational MDM Hub. This Cloud Service is designed to support up to 250,000 items, 15 concurrent users and import/export rates of 200 items per minute.

1.2.2 IBM Master Data Management Collaborative Edition on Cloud Medium

This Cloud Service offers MDM CE installed into a virtual server configuration with high availability option and is suitable as a production or pre-production operational MDM Hub. This Cloud Service is designed to support up to 1,000,000 items, 35 concurrent users and import/export rates of 600 items per minute.

1.2.3 IBM Master Data Management Collaborative Edition on Cloud Large

This Cloud Service offers MDM CE installed into a virtual server configuration with high availability option and is suitable as a production or pre-production operational MDM Hub. The Cloud Service is designed to support up to 5,000,000 items, 75 concurrent users and import/export rates of 1,000 items per minute.

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 if and to the extent the European General Data Protection Regulation (EU/2016/679) (GDPR) applies to personal data contained in Content.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1CE23B80A6FB11E7B399BC7C1A437D15>

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:

- Instance is each access to a specific configuration of the Cloud Services.

4.2 Remote Services Charges

A remote service will expire 90 days from purchase regardless of whether the remote service has been used.

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.