

Service Description

IBM TRIRIGA Building Insights

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

1. Cloud Service

IBM TRIRIGA Building Insights is a Cloud Service which ingests presence and occupancy data from third party sensing technologies, performs analytics, and enables better decision-making for facility and space management in office and business support space-types. An existing implementation of the SaaS offering (IBM Facilities and Real Estate Management on Cloud – TRIRIGA) or the on-premise SW offering (IBM TRIRIGA Facility Manager) are pre-requisites to this service.

This Cloud Service requires integration with third party presence sensing technologies to collect and aggregate occupancy data for entitled locations managed in the SaaS offering (IBM Facilities and Real Estate Management on Cloud – TRIRIGA) or the on-premise SW offering (IBM TRIRIGA Facility Manager). The data transfer, storage, and processing capacity for third party presence sensing technologies are performed by the IBM Watson IoT Platform. Capacity is defined by each offering in the Cloud Service, with capacity aggregated across presence sensing technologies.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM TRIRIGA Building Insights Production Environment with IoT Platform

This Cloud Service allows the Client to connect and collect occupancy data that covers a maximum of 25,000 Square Feet (SQFT) or 2,350 Square Meter (SQM) per Item entitlement. In the event where gross floor size exceeds one Item, a second Item will need to be purchased.

In addition, each Item allows for the optional configuration and connection of up to 125 presence sensing devices per 25,000 SQFT or 2,350 SQM, with a maximum capacity per single presence sensor of 1440 messages sent per day at a size of 0.8KB per message. This is determined to cover the occupancy sensing for workspaces therein where sensor devices are preferred by the Client. For the purpose of entitlement, a floor is measured in Gross Square Feet or Meters, as defined by the Client-provided records for the physical space being managed or monitored and cannot be subdivided.

1.1.2 IBM TRIRIGA Building Insights Non-Production Environment with IoT Platform

Clients may acquire non-production environment Instances of the Cloud Service for internal testing and evaluation purposes, such as to test the connection of any presence sensing technologies. Each non-production Instance allows for the configuration and connection of up to 25 presence sensors, covering up to 10,000 SQFT or 950 SQM, with a maximum capacity per single presence sensor of 1440 messages sent per day at a size of 0.8KB per message. This is determined to cover the occupancy sensing for workspaces therein where sensor devices are preferred by the Client. For the purpose of entitlement, a floor is measured in Gross Square Feet or Meters as defined by the Client-provided records for the physical space being managed or monitored. If the Client requires more than the capacity stated, Client must acquire the production offering.

1.2 Optional Services

1.2.1 IBM TRIRIGA Building Insights Pay Per Use

If Client's use of IBM TRIRIGA Building Insights with IoT Platform exceeds their entitlement, Client will be charged monthly for the additional Items required to cover excess capacity.

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://www.ibm.com/dpa/dpl> apply.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=3547276046E911E8ADCBA344DE8FB657>

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:

- 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 25,000 square feet or 2,350 square meters of gross floor space.
- Instance is each access to a 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 Extensions

Any extensions built on top of IBM TRIRIGA Building Insights must be hosted, managed and maintained by the service provider who delivered the extension. This includes extension testing periodically to ensure it works with the latest update to IBM TRIRIGA Building Insights.

5.2 Third Party Sensing Technologies

IBM may arrange for Cloud Service integration with certain third party sensing technologies. Such integration may allow Client to transfer certain data from third-party presence sensing technologies such as a service provider or device vendor, to the Cloud Service. Client is solely responsible for entering into written agreements with such third parties, which govern Client's use of such technologies, as well as the governance model applying to the data transfer into the Cloud Service. IBM is not responsible for such

technologies nor is it responsible for the associated Application Programming Interfaces or other gateways to transmit such data into the Cloud Service.