

Service Description

IBM Maximo EAM SaaS

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

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings

1.1.1 IBM Maximo EAM SaaS

IBM Maximo EAM SaaS is a multi-tenant, role-based enterprise asset management solution that includes or supports the following processes and functions:

- Enterprise asset management – track and manage asset and location data throughout the asset lifecycle.
- Work management – manage planned and unplanned work activities, from initial request through completion and recording.
- Contract management – support for purchase, lease, rental, warranty, labor rate, software, master, blanket and user-defined contracts.
- Inventory management – track and manage details of asset related inventory, including quantity, location, usage, and value.
- Procurement management – support phases of procurement like direct purchasing and inventory replenishment.
- Service management – define service offerings, establish service level agreements (SLAs), monitor service level delivery and implement escalation procedures.

IBM Maximo EAM SaaS extends Maximo deployment models from on-premise and dedicated cloud to a public cloud in a multi-tenant environment.

1.2 Optional Services

1.2.1 IBM Maximo EAM SaaS Limited Use

Client is only entitled to use up to three (3) modules within the Cloud Service, excluding the Administration, Integration, Security, and System Configuration modules.

1.2.2 IBM Maximo EAM SaaS Express Use

Client is only entitled to access the Cloud Service for the purpose of running and viewing reports, read only view of records, changing status of records and updating work orders that have been assigned to the Client.

1.3 Acceleration Services

1.3.1 IBM Maximo EAM SaaS – Technical Support Advisor

This add-on service provides Client with access to a remote Technical Support Advisor (TSA). The TSA is available for up to twenty-five (25) hours per month and is available during Client's country's hours of operation. The TSA is available to help troubleshoot issues and provide personalized guidance to help optimize the architecture, operation, and expansion of the IBM Cloud Service.

1.3.2 IBM Maximo EAM SaaS – Enhanced Support Add-on

The Enhanced Support add-on is a remote subscription service which includes expedited case response. This add-on service includes access to a remote Technical Support Advisor as well as enhanced service level objectives and remote assistance with onboarding support tools. Service details are available in the IBM Support guide.

1.3.3 IBM Maximo EAM SaaS – Premier Support Add-on

This add-on service includes the features of the Enhanced Support Add-on as well as remotely delivered personalized services by an assigned account manager, enhanced service level objectives, technical advisory services, and Client-focused education for technical resources. Service details are available in the IBM Support guide.

2. Content and Data Protection

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=356A2800586911E88CA35FB9AF6FA368>

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 during a contracted month	Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)
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 Cloud Service is available under the charge metric specified in the Transaction Document:

- Authorized User is a unique user authorized to access the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Concurrent User is a user simultaneously accessing the Cloud Service in any manner directly or indirectly (for example, through a multiplexing program, device, or application server) at any particular point in time. A person who is simultaneously accessing the Cloud Service multiple times counts only as a single Concurrent User.
- Instance is each access to a specific configuration of the Cloud Service.

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 High Risk Usage

Client may not use Cloud Services, alone or in combination with other services or products, in support of any of the following high risk activities: design, construction, control, or maintenance of nuclear facilities, mass transit systems, air traffic control systems, automotive control systems, weapons systems, or aircraft navigation or communications, or any other activity where failure of the Cloud Service could give rise to a material threat of death or serious personal injury.

5.2 IBM Maximo EAM SaaS Product Limitations

Clients that are using the Cloud Service solely for the following purposes or are using only the following functions of the Cloud Service do not require entitlements to the Cloud Service:

- Entering service requests and viewing the status of their service requests.
- Creating and viewing requisitions, viewing templates and viewing drafts via the Desktop Requisitions application.