



## Service Description

### IBM Maximo Asset Monitor

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

#### 1. Cloud Service

IBM Maximo Asset Monitor is a fully-managed, multi-tenant, cloud-hosted service. The offering includes components of the IBM Watson IoT Platform, including Analytics Service and Connection Service. The solution enables users to remotely monitor the condition of assets, and then examine each asset and its structural parts through instrumented sensors in near-real-time.

##### 1.1 Offerings

The Client may select from the following available offerings.

###### 1.1.1 IBM Maximo Asset Monitor

Maximo Asset Monitor provides a visual front-end of current and historical trend data via historian, SCADA systems, data lake, IoT sensors, and other operational systems. Monitor leverages a hierarchal navigation capability, which enables users to examine each system, component, asset, and sensor measurements in detail. This hierarchy, paired with alerts driven by several pre-built AI-powered anomaly detection models, a catalog of analytics functions, and a customizable dashboard, increases operational visibility by creating actionable insights.

Maximo Asset Monitor delivers with a catalogue of out of the box analytics and AI-based anomaly detection models that can be applied to data.

A catalog of out of the box analytics functions and AI-based anomaly detection models is embedded in Maximo Asset Monitor. Each function applied to incoming data results in 1 KPI or calculated metric.

The following table shows the consumption included in this Cloud Service per entitlement:

Size of Message (Bytes)	Maximum Messages/Day	Retention in PostgreSQL (Months)	Retention in Cloud ObjectStore (Months)	Maximum Calculated Metrics/Day
100	1,440	3	24	7,200

##### 1.2 Additional Services

###### 1.2.1 IBM Maximo Asset Monitor Capacity Unit

IBM Maximo Asset Monitor Capacity Unit provides Client with the ability to augment Client's instance of the platform with additional storage capacity on a subscription basis.

#### 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.

##### IBM Watson IOT Platform

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=2B4539E04A4711E79342EA59690D4322>

### 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](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 a single data transfer point (I/O Point) that sends a specific data measurement type for a single sensor, such as a sensor measurement, failure reading, or status indicator. In other words, a sensor may send both temperature and vibration – each would be a separate Item. Maximo Asset Monitor is sold in packs of 100 Items.
- Capacity Unit is an independent measure of capacity related to the use of the Cloud Services.

Service	Additional Capacity Unit
Maximo Asset Monitor Data Exchanged	410.26 MB per month
PostgreSQL on Cloud – Data Storage	546.13 MB per month
Cloud Object Storage – Data Storage	18,204.44 MB per month

### 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.