



IBM Terms of Use – SaaS Specific Offering Terms

IBM Case Manager on Cloud

The Terms of Use (“ToU”) is composed of this IBM Terms of Use - SaaS Specific Offering Terms (“SaaS Specific Offering Terms”) and a document entitled IBM Terms of Use - General Terms (“General Terms”) available at the following URL: www.ibm.com/software/sla/sladb.nsf/sla/tou-gen-terms/.

In the event of a conflict, the SaaS Specific Offering Terms prevail over the General Terms. By ordering, accessing or using the IBM SaaS, Client agrees to the ToU.

The ToU is governed by the IBM International Passport Advantage Agreement, the IBM International Passport Advantage Express Agreement, or the IBM International Agreement for Selected IBM SaaS Offerings, as applicable (“Agreement”) and together with the ToU make the complete agreement.

1. IBM SaaS

The following IBM SaaS offerings are covered by these SaaS Specific Offering Terms:

- IBM Case Manager Bronze 2.0
- IBM Case Manager Silver 2.0
- IBM Case Manager Gold 2.0
- IBM Case Manager Platinum 2.0
- IBM Case Manager Storage Add-On 2.0
- IBM Case Manager Non-Production Environment 2.0
- IBM Case Manager Dedicated Add-On 2.0

2. Charge Metrics

The IBM SaaS is available under the charge metric specified in the Transaction Document.

- a. Authorized User is a unit of measure by which the IBM SaaS can be obtained. Client must obtain separate, dedicated entitlements for each unique Authorized User given access to the IBM SaaS in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means. Sufficient entitlements must be obtained to cover the number of Authorized Users given access to the IBM SaaS during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.
- b. Instance is a unit of measure by which the IBM SaaS can be obtained. An Instance is access to a specific configuration of the IBM SaaS. Sufficient entitlements must be obtained for each Instance of the IBM SaaS made available to access and use during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document
- c. Terabyte is a unit of measure by which the IBM SaaS can be obtained. A Terabyte is 2 to the 40th power bytes. Sufficient entitlements must be obtained to cover the total number of Terabytes processed by the IBM SaaS during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.

3. Charges and Billing

The amount payable for the IBM SaaS is specified in a Transaction Document.

3.1 Partial Month Charges

A partial month charge as specified in the Transaction Document may be assessed on a pro-rated basis.

4. Term and Renewal Options

The term of the IBM SaaS begins on the date IBM notifies Client of their access to the IBM SaaS, as documented in the PoE. The PoE will specify whether the IBM SaaS renews automatically, proceeds on a continuous use basis, or terminates at the end of the term.

For automatic renewal, unless Client provides written notice not to renew at least 90 days prior to the term expiration date, the IBM SaaS will automatically renew for the term specified in the PoE.

For continuous use, the IBM SaaS will continue to be available on a month to month basis until Client provides 90 days written notice of termination. The IBM SaaS will remain available to the end of the calendar month after such 90 day period.

5. Technical Support

During the Subscription Period and after IBM notifies Client that access to the IBM SaaS is available, technical support for the IBM SaaS is provided via email and support portal. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the IBM SaaS and therefore governed by this ToU. Technical support is included with the IBM SaaS and is not available as a separate offering.

More information about hours of availability, email addresses, online problem reporting systems, and other technical support communication vehicles and processes are described in the IBM Software as a Service Support Handbook.

Severity	Severity Definition	Response Time Objectives	Response Time Coverage
1	Critical business impact/service down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.	Within 1 hour	24x7
2	Significant business impact: A service business feature or function of the service is severely restricted in its use or you are in jeopardy of missing business deadlines.	Within 2 business hours	M-F business hours
3	Minor business impact: Indicates the service or functionality is usable and it is not a critical impact on operations.	Within 4 business hours	M-F business hours
4	Minimal business impact: An inquiry or non-technical request.	Within 1 business day	M-F business hours

6. IBM SaaS Offering Additional Terms

6.1 External User Access

Client may choose to give external users access to the IBM SaaS. Client is responsible for these external users, including but not limited to a) any claims made by the external users relating to the IBM SaaS, or b) any misuses of the IBM SaaS by these external users.

6.2 Virtual Private Network (VPN)

Client may select to utilize a software VPN connection for the purpose of securely connecting to the IBM SaaS. Information about the VPN will be provided upon written request by Client.

6.3 Links to Third Party Websites or Other Services

If Client or an IBM SaaS User transmits content to a third party website or other service that is linked to or made available by the IBM SaaS, Client and the IBM User provide IBM with the consent to enable any such transmission of Content, but such interaction is solely between Client and the third party website or service. IBM makes no warranties or representations about such third party sites or services, and shall have no liability for such third party sites or services.

6.4 Cookies

Client is aware and agrees that IBM may, as part of the normal operation and support of the IBM SaaS, collect personal information from Client (your employees and contractors) related to the use of the IBM SaaS, through tracking and other technologies. IBM does so to gather usage statistics and information about effectiveness of our IBM SaaS for the purpose of improving user experience and/or tailoring interactions with Client. Client confirms that it will obtain or have obtained consent to allow IBM to process

the collected personal information for the above purpose within IBM, other IBM companies and their subcontractors, wherever we and our subcontractors do business, in compliance with applicable law. IBM will comply with requests from Client's employees and contractors to access, update, correct or delete their collected personal information.

6.5 Derived Benefit Locations

Where applicable, taxes are based upon the location(s) Client identifies as receiving benefit of the IBM SaaS. IBM will apply taxes based upon the business address listed when ordering an IBM SaaS as the primary benefit location unless Client provides additional information to IBM. Client is responsible for keeping such information current and providing any changes to IBM.

Appendix A

IBM Case Manager for Cloud (IBM SaaS) is designed to unite content, processes, and knowledge workers for improved case outcomes in a managed cloud environment.

1. Service Overview

IBM Case Manager on Cloud provides:

- IBM Content Navigator to access advanced case management applications
- Content-centric Case Management, enabling knowledge workers or business analysts to:
 - Utilize Case Builder to quickly and easily design and try out new case solutions
 - Use OOTB sample solution templates provided
 - Create and maintain case properties, user roles, in-boxes, document types, page and data visual layouts
 - Employ embedded business rules which allows for easier development within the Case Manager Builder environment
 - Create case tasks and their underlying workflows
 - Utilize the Case Client runtime to display the solutions created by Case Builder
 - Access the Content Navigator based UI provided
 - Access to the case administrator for deploying and managing solutions.
 - Case Monitor and Case Analyzer to provide current and historical reporting on cases
 - Access case and content provided APIs to extend solutions
 - Have access to full, unrestricted use of Case Foundation to provide active content and case workflow management
 - Have access to full, unrestricted use of FileNet Content Manager and its ECM repository
- A secure, virtual private infrastructure Replication of production data to a secondary location in support of disaster recovery
- Up to 4 TB of outbound bandwidth; higher bandwidth quoted separately
- 24x7 production environment monitoring, data encryption in transit and at rest, virus scanning, intrusion detection / penetration testing services, software patches, and software upgrades (data migration services or activities required for custom configurations or extensions quoted separately)
- Active Directory Integration

Included Options: (Microsoft Active Directory or IBM Tivoli Directory Server)

- Authentication to the IBM SaaS LDAP Server replicating back to on-premise Client LDAP
 - Provide a (Read Only) domain controller in the IBM SaaS that is in the Client domain
 - Client manages all end user access to the cloud environment (groups, IDs, access)
 - Full Admin rights to Client
- Authenticate to the IBM SaaS LDAP server where the Client manages the users (not in the Client domain)
- Point to on-premise Client domain controller for authentication
 - Possible performance implications
 - Authenticates for the life of the session

Other configurations (e.g. manual or scripted excerpts of LDAP file directory to the IBM SaaS; federation options including SAML, MS Federation Services, or others) quoted separately.

Custom solution implementation, configuration, and integration services are available for an additional charge under a statement of work.

2. Required Entitlements

Client must purchase a subscription to a Base Service Offering as defined below.

2.1 Base Service Offering Entitlement

Each base offering represents capacity to process certain amount of data volume and user operations as described below. The capacity descriptions are intended to be guidelines to help a Client select an appropriate configuration for intended workloads, actual results may vary based on usage.

2.1.1 IBM Case Manager Bronze 2.0

- Bronze configuration is intended to support up to 30,000 new cases per year. This type of deployment typically will support ingesting and storing up to 500 case artifact documents per day and up to 50 knowledge workers concurrently working and completing as many as 200 cases per day.
- Bronze configuration provides 1TB of Storage; additional storage entitlement can be separately purchased

2.1.2 IBM Case Manager Silver 2.0

- Silver configuration is intended to support up to 300,000 new cases per year. This type of deployment typically will support ingesting and storing up to 20,000 case artifact documents per day and up to 250 knowledge workers concurrently working and completing as many as 1,000 cases per day.
- Silver configuration provides 1TB of Storage; additional storage entitlement can be separately purchased

2.1.3 IBM Case Manager Gold 2.0

- Gold configuration is intended to support up to 750,000 new cases per year. This type of deployment typically will support ingesting and storing up to 50,000 case artifact documents per day and up to 1,000 knowledge workers concurrently working and completing as many as 2,500 cases per day.
- Gold configuration provides 3TB of Storage; additional storage entitlement can be separately purchased

2.1.4 IBM Case Manager Platinum 2.0

- Platinum configuration is intended to support up to 3,000,000 new cases per year. This type of deployment typically will support ingesting and storing up to 200,000 case artifact documents per day and 5,000 knowledge workers actively working and completing as many as 10,000 cases per day.
- Platinum configuration provides 5TB of Storage; additional storage entitlement can be separately purchased

3. Optional Entitlements

3.1 IBM Case Manager Storage Add-On 2.0

If Client exceeds the TB storage included with the selected configuration, Client must purchase additional entitlement.

3.2 IBM Case Manager Non-Production Environment 2.0

Client may purchase a separate instance for test and development purposes. This development environment may not be used for production purposes.

- a. The non-production environment configuration is sized the same as the Bronze configuration
- b. The non-production environment does not provide high availability or disaster recovery

3.3 IBM Case Manager Dedicated Add-On 2.0

Client may upgrade a selected virtual private environment to a single tenant private infrastructure. This includes up to 20 TB of outbound bandwidth; higher bandwidth quoted separately.

4. Data Classification

The data classification for this solution defaults to data being classified as client sensitive. IBM will work with the client to address other regulatory requirements when requested by the Client for the intended workload, and may impact the solution architecture and service fees. All data is protected using FIPS 1402 level 1 compliant whole disk encryption.

5. Business Continuity

The IBM SaaS is configured to support business continuity objectives defined below. Business continuity objectives help ensure that an organization's critical business functions will be recovered to an operational state, with a minimal loss of data, within a reasonably short period following a disaster at the primary computing location. Once a determination is made that an incident at the primary computing location warrants a failover to the secondary location, business continuity plans and related activities shall be executed by IBM in support of the recovery objectives noted below.

Business Continuity Objectives	
Recovery Point Objective	4 hours
Recovery Time Objective	<ul style="list-style-type: none">• 4 consecutive hours when a secondary, equivalent Base Service entitlement is purchased• At least 24 consecutive hours, if no secondary Base Service entitlement is purchased



Appendix B

IBM provides the following availability service level agreement (“SLA”) for the IBM SaaS as specified in a PoE. The SLA is not a warranty. The SLA is available only to Client and applies only to use in production environments.

1. Availability Credits

Client must log a Severity 1 support ticket with the IBM technical support help desk within 24 hours of first becoming aware of an event that has impacted the IBM SaaS availability. Client must reasonably assist IBM with any problem diagnosis and resolution.

A support ticket claim for failure to meet an SLA must be submitted within three business days after the end of the contracted month. Compensation for a valid SLA claim will be a credit against a future invoice for the IBM SaaS based on the duration of time during which production system processing for the IBM SaaS is not available (“Downtime”). Downtime is measured from the time Client reports the event until the time the IBM SaaS is restored and does not include time related to a scheduled or announced maintenance outage; causes beyond IBM’s control; problems with Client or third party content or technology, designs or instructions; unsupported system configurations and platforms or other Client errors; or Client-caused security incident or Client security testing. IBM will apply the highest applicable compensation based on the cumulative availability of the IBM SaaS during each contracted month, as shown in the table below. The total compensation with respect to any contracted month cannot exceed 50 percent of one twelfth (1/12th) of the annual charge for the IBM SaaS.

2. Service Levels

Availability of the IBM SaaS during a contracted month

Availability during a contracted month	Compensation (% of monthly subscription fee* for contracted month that is the subject of a claim)
<99%	5%
<97%	10%
<95%	25%
<90%	50%

* If the IBM SaaS was acquired from an IBM Business Partner, the monthly subscription fee will be calculated on the then-current list price for the IBM SaaS in effect for the contracted month which is the subject of a claim, discounted at a rate of 50%. IBM will make a rebate directly available to Client.

Availability, expressed as a percentage, is calculated as: the total number of minutes in a contracted month minus the total number of minutes of Downtime in a contracted month divided by the total number of minutes in the contracted month.

Example: 440 minutes total Downtime during contracted month

43,200 total minutes in a 30 day contracted month – 440 minutes Downtime = 42,760 minutes	= 5% Availability credit for 98.9% availability during the contracted month
<hr style="width: 50%; margin: 0 auto;"/> 43,200 total minutes	