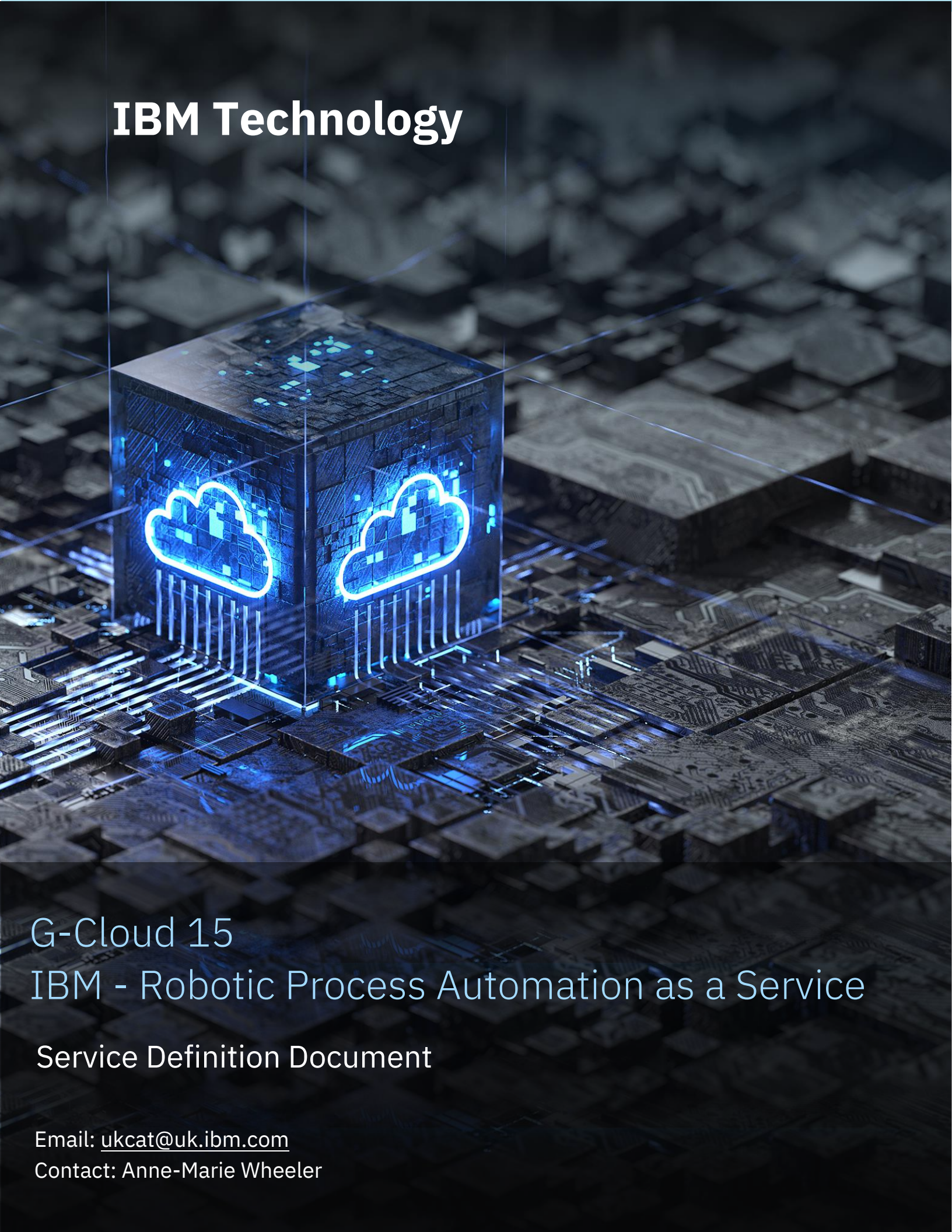


IBM Technology



G-Cloud 15

IBM - Robotic Process Automation as a Service

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

Service Description

IBM Robotic Process Automation as a Service

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

1. Cloud Service

IBM Robotic Process Automation (RPA) as a Service mimics human behavior to perform repetitive business tasks such as data extraction, data transfer, data computation, and data input by integrating with a business application's graphical user interface. Organizations can use RPA as a Service to automate tasks to help make their operations more efficient and employees more productive by enabling them to focus on higher-value activities.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Robotic Process Automation as a Service

IBM Robotic Process Automation as a Service Platform delivers a hosted cloud environment with enabling client software that enables organizations to build, manage and run robotic process automation (RPA) solutions. The platform can be used to schedule unattended bots to automate tasks without having to rely on any human intervention, and by users to trigger attended bots to help them complete their tasks. A low-code authoring environment is used to develop bots which are stored in a secure repository. A web-based user interface is used to manage the cloud-environment including bot scheduling and workload management capabilities. Bot credentials can be stored securely for both attended and unattended bots.

The IBM Robotic Process Automation as a Service Platform includes the following entitlements:

- 1 x IBM Robotic Process Automation as a Service Environment
- Unlimited use of IBM Robotic Process Automation as a Service Studio
- 2 x IBM Robotic Process Automation as a Service Attended Bot Agent
- 1 x IBM Robotic Process Automation as a Service Unattended Bot Agent

1.2 Optional Services

The following services can be used to extend the RPA platform:

1.2.1 IBM Robotic Process Automation as a Service Environment

An additional environment that can be used for either development, test or production.

1.2.2 IBM Robotic Process Automation as a Service Unattended Bot Agent

Extend unattended Bot Agent connections to scale capacity. Client may either deploy more unattended Bot Agents or run a number of unattended bots concurrently on the same unattended Bot Agent.

1.2.3 IBM Robotic Process Automation as a Service Attended Bot Agent

Extend attended Bot Agent connections to scale capacity. Client may either deploy more attended Bot Agents or run a number of attended bots concurrently on the same attended Bot Agent.

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 applies to IBM's processing of personal data on behalf of Client.

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=7D6B3530A02A11EA88F5BE8EBF8F323B>

3. Service Levels and Technical Support

3.1 Service Level Agreement

IBM provides the 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.
- Concurrent Connection is a simultaneous link or association of a database, application, server, or any other type of device which has been or is made available to the Cloud Services.
- Virtual Server is comprised of processing units, memory and input/output capabilities that executes requested procedures, commands or applications made available to 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 Enabling Software

Enabling Software is provided to Client under the following terms:

Enabling Software	Applicable License Terms (if any)
IBM Robotic Process Automation as a Service Unattended Bot Agent	http://www.ibm.com/terms/?id=L-XZKV-T6SZE8
IBM Robotic Process Automation as a Service Attended Bot Agent	http://www.ibm.com/terms/?id=L-FGMP-V7P2EK
IBM Robotic Process Automation as a Service Studio	http://www.ibm.com/terms/?id=L-RXUV-GC4FWS
IBM Robotic Process Automation as a Service Vault	http://www.ibm.com/terms/?id=L-BTWF-NUVF24
IBM Robotic Process Automation as a Service Launcher	http://www.ibm.com/terms/?id=L-MBNJ-DHN56Y

