

IBM Technology



G-Cloud 15 IBM – webMethods Hybrid Integration Service Definition Document

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Table of Contents

1.	<i>Cloud Service</i>	3
1.1	<i>Offerings</i>	3
2.	<i>Data Processing and Protection Data Sheets</i>	3
a.	<i>IBM webMethods Hybrid Integration SaaS [Generation 2]</i>	4
b.	<i>IBM webMethods SaaS [Generation 1]</i>	4
3.	<i>Service Levels and Technical Support</i>	4
3.1	<i>Service Level Agreement</i>	4
3.2	<i>Technical Support</i>	5
4.	<i>Charges</i>	5
4.1	<i>Charge Metrics</i>	5
5.	<i>Additional Terms</i>	8
5.1	<i>Configuration Requirements</i>	9
5.2	<i>Connectors to access third party offerings</i>	9
5.3	<i>Trademarks and logos</i>	9
5.4	<i>Enabling Software</i>	9
5.5	<i>Restrictions and Fair Usage Policy</i>	10
5.6	<i>Tech Preview Features</i>	10
5.7	<i>Client Use of Output</i>	10
5.8	<i>AI Use Restrictions</i>	11
6.	<i>Overriding Terms</i>	11
6.1	<i>Data Use</i>	11

This Service Description describes the Cloud Service. The applicable order documents provide pricing and additional details about Client's order. Upon acceptance of Client's order, this Service Description and the Cloud Services Agreement found at <http://www.ibm.com/terms/csa> (or equivalent agreement for Cloud Services between the parties) applies to Client's use of the Cloud Services.

1. Cloud Service

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM webMethods Hybrid Integration SaaS Trial

This trial Cloud Service is provided for 30-days at no charge after which access to the service will be discontinued. This trial Cloud Service does not include the service level agreement or technical support described in this document and it is not intended for production use.

1.1.2 IBM webMethods Hybrid Integration SaaS [Generation 2 infrastructure]

This Cloud Service is an Integration Platform-as-a-Service (iPaaS) that enables clients to automate tasks by connecting apps and services and the automated tasks into your own applications. The Cloud Service provides Enterprise-wide connectivity options for integration needs. The platform is composed of Application Integration, API Management, B2B, Value-Added Network (VAN), Managed File Transfer and Event Endpoint Management as well as a Hybrid Control Plane providing end-to-end monitoring, runtime management and usage analytics.

1.1.3 IBM webMethods Hybrid Integration – Hybrid Control Plane

This offers the SaaS Hybrid Control Plane capability only. Including end-to-end monitoring, runtime management and usage analytics.

1.1.4 IBM webMethods SaaS [Generation 1 infrastructure]

This Cloud Service is an Integration Platform-as-a-Service (iPaaS) that enables Clients to automate tasks by connecting apps and services and the automated tasks into Client's applications with Client's branding and user experience. The Cloud Service provides enterprise-wide connectivity options for integration needs. The platform is composed of Integration, API Management, B2B, and Managed File Transfer.

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.



a. IBM webMethods Hybrid Integration SaaS [Generation 2]

- IBM webMethods Hybrid Integration SaaS
<https://www.ibm.com/terms/?id=78622B695AFF41F18E94AA86225A6263>
- IBM Sterling B2B Integration Value-Added Network
<https://www.ibm.com/terms/?id=38BF2400B93711E7A5A50513C295686A>

If Generation 2 infrastructure is not available in the desired region, then Client may deploy in Generation 1 infrastructure regions as below:

b. IBM webMethods SaaS [Generation 1]

For the following Data Sheets, IBM does not commit to fully comply with the requirements included within the IBM Data Security and Privacy Principles, as referenced in the base Cloud Service Terms and the Data Processing and Protection Data Sheet.

- IBM webMethods Integration SaaS
<https://www.ibm.com/terms/?id=55F789E2F9F84C2696E835538D9FCC9D>
- IBM webMethods API Management SaaS
<https://www.ibm.com/terms/?id=9E7E196E479A4F2D92A68520949B4EA6>
-
- IBM webMethods B2B SaaS
<https://www.ibm.com/terms/?id=71E19E70C52848D09A1EC3F630CA11F1>
- IBM webMethods Managed File Transfer SaaS
<https://www.ibm.com/terms/?id=F110C54E3F9546ECA5C3142BE6C205C2>

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*)
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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.

3.1.1 SLA Eligibility

SLA credits for the Cloud Service are limited to Service Down related to components deployed and managed by the Cloud Service, subject to the following limitations:

- Any Client-initiated API target service endpoint(s) must be implemented, available, and responding according to their specifications. Any misconfigurations or outages related to Client-initiated API target service endpoints are not eligible for SLA credits. To the extent Client leverages any other services or runtimes related to its APIs, those respective SLAs shall apply (that is, for the avoidance of doubt, there shall be no duplication of SLA credits).
- Cloud Service management APIs are not eligible for SLA credits.
- Usage analytics, AI Agents and AI Assistants are not eligible for SLA credits.

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/>.

3.2.1 Optional Support Offerings

Additional support options are available for this Cloud Service. If Client selects to order an optional support offering, the terms defined in the Optional Support Offerings Service Description at <https://www.ibm.com/terms/?id=i126-9789> will apply to the support offering specified in Client's TD.

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:

- Resource Unit is an independent measure of a resource managed by, processed by, or related to the use of the Cloud Service. For the purpose of this Cloud Service, the resources measured are Instances, Transactions, API Calls, GraphQL

API Calls, Events, Integration Runtime Instances, and API Gateway Instances.
The following defines each resource type, and the corresponding Resource Units (RU) required:

(1) Instance is each access to a specific configuration of the Cloud Services. Client must obtain appropriate RU entitlements for each Instance provisioned during a 12 month period:

- (a) 1 webMethods Integration Instance = 60 RU per month
- (b) 1 App Connect Enterprise (ACE) Instance = 60 RU per month
- (c) 1 B2B Instance = 60 RU per month
- (d) 1 Managed File Transfer Instance = 60 RU per month
- (e) 1 webMethods API Instance = 50 RU per month
- (f) 1 API Connect Instance = 50 RU per month
- (g) 1 Event Endpoint Management Instance = 50 RU per month
- (h) 1 API Connect for GraphQL Instance = 15 RU per month

(2) Additional Hosted Integration Runtime within an existing environment

- (a) 1 Additional Hosted Integration Runtime = 5 RU per month

(3) Transactions

Client must obtain sufficient RU entitlements for the Transactions processed by the Cloud Service during a 12 month period as follows:

(a) An Integration Transaction occurs when an event triggers a flow to execute any one or more nodes in the flow. An execution that takes more than 60 seconds to complete is counted as an additional transaction for each additional 60 seconds (or part thereof). An Integration Transaction can occur in a SaaS Integration runtime or an Edge Integration runtime.

- 100,000 webMethods Integration Transactions = 4 RU for the first 100M Transactions per year
- 100,000 webMethods Integration Transactions = 1 RU for Transactions greater than 100M Transactions per year
- 100,000 ACE Integration Transactions = 4 RU for the first 100M Transactions per year
- 100,000 ACE Integration Transactions = 1 RU for Transactions over 100M per year

(b) A Managed File Transfer (MFT) Transaction is an initiation of an inbound file transfer or an initiation of an outbound file transfer.

- A file more than 5 megabytes will be counted as an additional MFT Transaction for each additional 5 megabytes rounded up to the nearest increment.
- 100,000 MFT Transactions = 4 RU for the first 100M Transactions per year
- 100,000 MFT Transactions = 1 RU for Transactions greater than 100M Transactions per year

(c) A B2B Transaction is the exchange of any electronic document (e.g., purchase order, purchase order acknowledgment, invoice, ASN) with another entity in any EDI or non-EDI standard format (e.g., EDI, XML, csv).

- A single document sent or received by the platform is counted as a B2B Transaction.
- For batch transactions, each single B2B transaction contained within the batch is counted.
- A document more than 5 kilobytes will be counted as an additional B2B Transaction and each additional 5 kilobyte will be rounded up to the nearest increment.
- 100,000 B2B Transactions = 4 RU for the first 100M Transactions per year
- 100,000 B2B Transactions = 1 RU for Transactions greater than 100M Transactions per year

(d) Value-Added Network (VAN) Transactions

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- A single document sent or received by the VAN capability is counted as a VAN Transaction.
- For batch transactions, each single VAN Transaction contained within the batch is counted.
- A document more than 5 kilobytes will be counted as an additional VAN Transaction. Each additional 5 kilobytes will be rounded up to the nearest increment.
- 10,000 VAN Transactions = 30 RU for the first 1M Transactions per year
- 10,000 VAN Transactions = 10 RU for Transactions greater than 1M Transactions per year

(4) API Call is the invocation of the Cloud Services through a programmable interface. Specifically, each inbound API Call to an API Gateway or microgateway component will be counted as an API Call. Client must obtain sufficient RU entitlements for the API Calls processed by the Cloud Service during a 12 month period as follows:

(a) webMethods API Calls

- 1,000,000 webMethods API Calls = 3 RU for the first 1B API Calls per year

- 1,000,000 webMethods API Calls = 2 RU for API Calls greater than 1B API Calls per year

(b) API Connect API Calls

- 1,000,000 API Connect API Calls = 3 RU for the first 1B API Calls per year
- 1,000,000 API Connect API Calls = 2 RU for API Calls greater than 1B API Calls per year

(5) GraphQL API Call is an API call to the GraphQL Endpoint.

(a) A single API Call to an API Connect for GraphQL Endpoint will consume 1 GraphQL API Call as long as the GraphQL API is not invoking another service hosted by API Connect for GraphQL.

(b) A single API Call to an API Connect for GraphQL Endpoint that is federated across 3 subgraphs hosted by API Connect for GraphQL would consume 4 GraphQL API Calls assuming the subgraphs GraphQL APIs are not invoking another service hosted by API Connect for GraphQL in Client's account.

(c) An Endpoint is a physical device that connects to and exchanges information with API Connect for GraphQL.

- 1,000,000 GraphQL API Calls = 5 RU for the first 1B GraphQL API Calls per year
- 1,000,000 GraphQL API Calls = 3 RU for GraphQL API Calls greater than 1B API Calls

(6) Events

Event is an occurrence of a specific event that is processed by or related to the use of the Cloud Services. For this Cloud Service, an Event is a message published or received through an Event Gateway. Client must obtain sufficient RU entitlements for the Events processed by the Cloud Service during a 12 month period as follows:

(a) A message exceeding 200 kilobytes will be counted as an additional Event. Each additional 200 kilobytes will be rounded up to the nearest increment.

- 1,000,000 Events = 3 RU for the first 1B Events per year
- 1,000,000 Events = 2 RU for Events greater than 1B Events per year

(7) Integration Runtime/API Gateway (IR/API GW) in the Hybrid Control Plane

(a) Each remote Integration Runtime Instance (IR) and each remote API Gateway Instance (API GW) will be counted and requires RU allocation as follows:

- 1 IR/API GW = 2 RU per month for the first 100 IR/API GW per year
- 1 IR/API GW = 1 RU per month for IR/API GW greater than 100 IR/API GW per year.

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 Configuration Requirements

- a. VAN functionality requires the use of webMethods B2B
- b. webMethods B2B requires the use of Integration for full data mapping and transformation capabilities
- c. For the Hybrid Control Plane, use of the Event Gateways, DataPower Gateway and webMethods Integration Edge Runtimes Enabling Software programs will be excluded from RU calculations. The RUs consumed for the Hybrid Control Plane is measured as the high-water mark for the calendar month.
- d. Not all capabilities for these Cloud Services are available in all regions.

5.2 Connectors to access third party offerings

This Cloud Service provides connectors that allow clients to connect to third-party applications or external data sources, by entering client's access credentials into the Cloud Service to execute the connection. Client's connectivity to such third-party applications or external data sources via a connector relies on the availability of such third-party applications or external data sources' APIs to IBM. Client must obtain its own license (and access credentials) from such providers of third-party applications or data sources and is responsible to comply with such third parties' terms and conditions. IBM may modify and/or limit use of the connectors if so required by the providers of the third-party applications or data sources.

5.3 Trademarks and logos

The trademarks and logos included on this site are owned by third parties. They are being displayed for the sole purpose of assisting Client in locating an IBM connector that integrates to a third party product or service of interest to you. Such display in no way implies any affiliation, sponsorship or endorsement from the third party trademark owners of the IBM connectors or any other IBM product or service.

5.4 Enabling Software

The Cloud Service contains the following Enabling Software:

Enabling Software	Applies when	Applicable License Terms (if any)
IBM App Connect Enterprise Evaluation Edition	Using the App Connect capability as part of IBM webMethods Hybrid Integration SaaS	https://www.ibm.com/terms/?id=L-LDLB-B6JT36
IBM App Connect Enterprise Secure Agent 12.0.0	Using the App Connect capability as part of IBM webMethods Hybrid Integration SaaS	https://www.ibm.com/terms/?id=L-ADZA-EU8EWD
Event Gateway	Using the Event Endpoint Management Capability of IBM webMethods Hybrid Integration SaaS	License terms are as defined in the Enabling Software section of the base Agreement.

webMethods Integration Edge Runtime	Using the webMethods Integration Capability of either IBM webMethods Hybrid Integration SaaS or webMethods SaaS.	License terms are as defined in the Enabling Software section of the base Agreement.
DataPower Gateway Virtual Edition	Using the DataPower Gateway as a remote Gateway using the API Connect capability as part of IBM webMethods Hybrid Integration SaaS	License terms are as defined in the Enabling Software section of the base Agreement.

Additional restrictions for use of the Enabling Software are:

- IBM App Connect Enterprise Evaluation Edition may only be used for the following purposes:
- To develop flows using the provided App Connect Enterprise Toolkit

In the event of a conflict with the license terms accompanying the Enabling Software, this Service Description will prevail.

5.5 Restrictions and Fair Usage Policy

The Cloud Service is designed to run certain Flows as soon as a defined trigger event occurs, however IBM does not warrant that this will occur within a set period of time.

In exceptional circumstances it may be necessary for IBM to take steps to stop or remove unreasonable Client Flows which are adversely impacting other users or overall system performance.

5.6 Tech Preview Features

Some features within capabilities are labeled as “tech preview”. Any tech preview feature is excluded from available service level agreements and may not be supported. IBM may change or discontinue a tech preview feature at any time and without notice.

5.7 Client Use of Output

Based on the Client's input, the Cloud Service will provide suggested tasks and other materials as generated outputs. All Client inputs to the Cloud Service and any content provided by Client for further training of the Cloud Service, including fine-tuning or prompt-tuning, are Client Content. IBM does not claim to have ownership rights to any generated output. Client is solely responsible for outputs generated by the Cloud Service (including obligations related to third party licenses referenced in outputs) and Client should exercise discretion and evaluate whether outputs generated from the model are appropriate for the Client's environment. The generated outputs will likely require modifications by the Client. Unless separately authorized by the Client through a voluntary feedback submission, IBM will not use the Client Content or generated outputs to train the Cloud Service.

5.8 AI Use Restrictions

Client agrees not to, and not to direct or allow third parties, use the Cloud Service: (i) for mass surveillance, racial profiling, or any use that violates or encourages the violation of basic human rights or other applicable laws and regulations; (ii) to distribute false, misleading, disparaging or obscene information or content; (iii) to provide fully automated decision making in connection use cases involving critical processes or the risk of loss of life, property or impact on an individual's legal rights; (iv) in a manner that impersonates another for deceptive purposes or conceals the fact a user is interacting with AI; or (v) to distribute or intentionally generate malware or other harmful code. This Cloud Service is not intended for use in a high-risk context as defined under the EU AI Act or other applicable regulations. If Client chooses to use it in such, please contact ChiefPrivacyOffice@ca.ibm.com.

6. Overriding Terms

6.1 Data Use

The following prevails over anything to the contrary in the Content and Data Protection section of the base Cloud Service terms between the parties: IBM will not use or disclose the results arising from Client's use of the Cloud Service that are unique to Client's Content or that otherwise identify Client. IBM may however use Content and other information that results from Content in the course of managing and providing the Cloud Service provided that any data subject to applicable privacy regulations will be rendered into a form that no longer constitutes personal data. IBM will use Client's Content and other information that results from Content, excluding personal data, only for research, testing, and offering development. IBM may share threat identifiers and other security information embedded in Client personal data for threat detection and protection purposes. The provisions of this section will survive the termination or expiration of the transaction.

