

IBM Technology



G-Cloud 15 IBM - Planning Analytics as a Service Service Definition Document

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Service Description

IBM Planning Analytics as a Service

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

IBM Planning Analytics as a Service is a collaborative, enterprise-scalable budgeting, planning, analytics, profitability, modeling and reporting solution. These applications are supported by the Planning Analytics 64-bit in-memory OnLine Analytical Processing (OLAP) Engine that provides on-demand analytics of complex multidimensional data with real-time analysis in high availability.

This offering includes the following:

- Administrative clients that enable administrators to model and deploy budgeting, planning, analytics, profitability, modeling, reporting and metrics.
- Web Interface that enables end users to contribute, review and approve plans, access reports, key performance indicators and metrics, and perform ad-hoc analysis; and enables administrators to monitor activity.
- Excel plug-in enabling end users with exploration, discovery, reporting, and analysis in Microsoft Excel.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Planning Analytics as a Service trial

This trial service is provided for 30-days at no charge after which the service will end. This trial service does not include the technical support described in this document and it is not intended for production use.

1.1.2 IBM Planning Analytics as a Service Essentials

This required instance consists of one (1) IBM Planning Analytics environment, and the following resources:

- Connected Planning
- Self-service analytics and dashboards via access to either IBM Planning Analytics for Microsoft Excel or IBM Planning Analytics Workspace interfaces.
- Core model building
- Self-Service Data Import
- 5 users. Client may separately add IBM Planning Analytics as a Service Add on User, up to a total of 10 users.
- 16 GB of RAM. Client may separately add IBM Planning Analytics as a Service Add on Memory, up to a total of 32 GB of RAM.
- 512 GB Storage.

1.1.3 IBM Planning Analytics as a Service Standard

This instance consists of one (1) IBM Planning Analytics environment, and the following resources:

- Connected Planning
- Self-service analytics and dashboards via access to both IBM Planning Analytics for Microsoft Excel and IBM Planning Analytics Workspace Interfaces
- Core model building
- Self-Service Data Import
- AI based forecasting

- High Availability
- Auditing and Logging
- Self-Service custom Data Backup
- Source Control Management
- Additional self-serve environments
- 10 users. Client may separately add IBM Planning Analytics as a Service Add on User, with no maximum .
- 32 GB of RAM. Client may separately add IBM Planning Analytics as a Service Add on Memory, up to a total of 128 GB.
- 512 GB Storage. Client may separately add IBM Planning Analytics as a Service Add on Storage, up to a total of 4096 GB.

1.1.4 IBM Planning Analytics as a Service Premium

This instance consists of one (1) IBM Planning Analytics environment, and the following resources:

- Connected Planning
- Self-service analytics and dashboards via access to both IBM Planning Analytics for Microsoft Excel and IBM Planning Analytics Workspace Interfaces
- Core model building
- Self-Service Data Import
- AI based forecasting
- High Availability
- Auditing and Logging
- Self-Service custom Data Backup
- Advanced large scale AI based forecasting
- Source Control Management for large development teams across Finance, Sales, Operations, HR, and IT.
- Additional self-serve environments
- 20 users. Client may separately add IBM Planning Analytics as a Service Add on User, with no maximum.
- 64 GB RAM. Client may separately add IBM Planning Analytics as a Service Add on Memory, with no maximum.
- 512 GB Storage. Client may separately add IBM Planning Analytics as a Service Add on Storage, with no maximum.

1.2 Optional Services

The following Optional Services are also available.

1.2.1 IBM Planning Analytics as a Service Add on User

This optional service provides one (1) additional Authorized User to the Cloud Service Instance.

1.2.2 IBM Planning Analytics as a Service Add on Memory

This optional service increases the capacity of the Cloud Service Instance by an additional 16GB of memory (RAM) for the TM1 database tier.

1.2.3 IBM Planning Analytics as a Service Add on Storage

This optional service allows Client to designate an additional 512GB of disk space on the TM1 database tier to the Cloud Service Instance.

1.2.4 IBM Planning Analytics as a Service Assistant Add-on

This optional service provides the user with an AI-powered assistant (“Assistant”) to help with planning, and in making data-driven decisions with insights while using natural conversation.

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/terms/?id=4B8671904E6C11ED97548910D8A210BE>

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:

- Authorized User is a unique user authorized to access to the Cloud Services in any manner directly or indirectly (for example, through a multiplexing program, device or application server) through any means.
- Instance is each access to specific configuration of the Cloud Services.
- Gigabyte (GB) is defined as 2 to the 30th power bytes of data processed by, used, stored or configured in 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

The Cloud Service contains the following Enabling Software:

- IBM Planning Analytics for Microsoft Excel
- IBM Planning Analytics Data Connector
- IBM TM1 to Planning Analytics Engine Database Migration Utility

5.2 Model Input and Output – IBM Planning Analytics as a Service Assistant Add-on

Client is solely responsible for inputs into the underlying foundation model of the Assistant and any outputs generated by the Assistant. Any decision to proceed with, or use, any outputs from the Assistant is at Client's own risk. All Client inputs are Client Content. IBM does not claim to have ownership rights to the output. IBM warranties and support do not apply to outputs.

Unless separately authorized by Client through a voluntary feedback submission, IBM will not use the Client Content or Assistant outputs to train the underlying foundation model.

