



Claranet

Managed AI & MLOps Service

Service Description v1.00

claranet

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Contents

1. Introduction2

2. Scope of Service Description2

3. Service Overview2

4. Service Features2

4.1. Standard Features.....2

4.2. Additional/Optional Features5

5. Managed Service8

6. Roles and Responsibilities8

6.1. Pre-Requisites.....10

7. Delays and Cancellation Terms.....11

8. Assumptions and Exceptions12

9. Terminology14

1. Introduction

This Service Description describes the service Claranet provides and details the Customer’s responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and should be read in conjunction with the terms of the Customer Experience for Managed Services Document (“CXMS”) and the Claranet Master Services Agreement (“MSA”) set out at www.claranet.co.uk/legal or as otherwise agreed by the Parties and the Parties agree to be bound by such terms. Unless otherwise specified, all terms used within this document are in accordance with the terms to be found in the CXMS and the MSA.

Claranet provides the following services as part of its Managed Artificial Intelligence (“AI”) & Machine Learning Operations (“MLOps”) Service (“Service”). The Service components and features are set out below along with the related responsibilities for that Service component/feature.

Commented [KA1]: I would define what these stand for in the first instance.

Commented [HM2R1]: Do you mean like that?

2. Scope of Service Description

The Customer acknowledges that any services, activities, or deliverables not expressly described in this Service Description are out of scope for the Service. Any components identified as optional or additional will be chargeable at an additional cost and must be purchased separately. Notwithstanding the foregoing, if Claranet performs any additional services, activities, or deliverables at the request or direction of the Customer, the Customer shall be liable for all associated Fees and expenses, whether or not a formal Order Form or Change Request has been executed.

3. Service Overview

The AI & MLOps Managed Service is a comprehensive offering designed to manage the operational lifecycle, reliability, and performance optimisation of AI and ML solutions. This includes Platform-as-a-Service (PaaS) AI and LLM solutions and bot services, Software-as-a-Service (SaaS) AI bot services, and custom LLM and ML solutions. This Service ensures the Customer’s AI and ML solutions operate at peak performance, delivering accurate, efficient, and scalable outputs while maintaining cost-optimisation and security standards. By leveraging advanced monitoring, optimisation, and management practices, Claranet ensures the Customer’s AI and ML-based applications deliver consistent results aligned with Customer’s business objectives.

Commented [KA3]: Please can we ensure reference to the 'Service' is capitalised?

Commented [HM4R3]: Capitalised all relevant mentions of Service

Commented [KA5]: Please can we use Claranet instead of 'we'?

Commented [HM6R5]: Took out all mentions of "we"

This managed service covers operational aspects of AI and ML implementation, including, but not limited to, monitoring & alerting, optimisation & reporting, platform administration, backup & recovery, and release management, ensuring reliability and scalability across diverse enterprise use cases.

4. Service Features

The Service supports the following features:

4.1. Standard Features

The following features are supported and included as standard:

Feature	Description
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Service Hours

For this Service, Service Hours are defined as Monday to Friday 08:00-18:00 excluding UK Public and Bank Holidays.

Monitoring & Alerting

Monitoring and alerting provide end-to-end oversight of the AI and ML operational environment in real-time, ensuring stability, performance, and reliability. Configurable alerts identify potential issues related to model performance, pipeline activity, quota breaches, and infrastructure health. Monitoring also assesses operational KPIs to maintain alignment with business goals.

The following areas are covered under monitoring and alerting:

- **Performance:** Latency, throughput, token/character/SU usage, output quality, accuracy and relevance, text fluency, tone, LLM output hallucinations and harmful or illegal content identification.
- **Cost:** CPU and storage utilisation, real-time token tracking and other associated cost metrics, and quota limits.
- **Pipeline:** End-to-end activity monitoring of pipelines for ingestion, feature extraction, inference, and metadata enrichment, including failures, latency, and bottleneck resolution.
- **Infrastructure:** Compute (CPU/GPU/TPU), server uptime, network throughput, and availability.
- **Security:** Anomaly detection such as unauthorised usage, suspicious activity patterns, or breaches in compliance across the AI and ML environment.
- **Deployment:** Request latency, traffic volume, error rates, and endpoint and bot interface availability.

Claranet will notify the Customer within two (2) business hours of an alert trigger.

Optimisation & Reporting

Continuous optimisation drives peak efficiency and cost-effectiveness for the AI and ML environment while ensuring alignment with operational objectives. By leveraging performance data, cost metrics, and usage insights, the Service implements proactive enhancements and delivers actionable recommendations to improve AI and ML functionality over time.

The following aspects are included in optimisation and reporting:

- **Cost Management:** Analysis of resource utilisation, including CPU/GPU, token, character and SU utilisation, quota partitioning, cost analysis, and detection of anomalies in spending patterns.
 - **Performance Optimisation:** Monitoring and resolving pipeline inefficiencies such as latency, processing errors, availability of deployed bots or sluggish inference speeds.
-

- **Model Versioning:** Recommendations for new models' version upgrades and configurations to respond to changing requirements or performance baselines.
- **Model Transitioning:** Recommendations for transitioning model types and applying hyperparameter tuning and feature extraction, based on performance data and usage insights.
- **Drift Detection:** Regular assessments of model health through drift detection and degradation prevention tools to maintain performance quality metrics (e.g. accuracy, relevancy, fluency, etc.).
- **User Activity Report:** Analysis of user activity, common use-cases and workflows.

Management of backup processes provides confidence that, in the event of an outage, model, pipeline and agent configuration is backed up and disruption is minimised. Managing backups ensures that recovery processes are consistent in the event of disasters or other data-loss scenarios.

Backup & Disaster Recovery

- **Configuration as Code:** Configurations for AI & ML assets (prompts, pipelines, model serving endpoints, etc.) are stored as code to enable recovery and rollback.
- **Model Artifacts:** Artifacts associated with AI & ML models (e.g. model weights, indexes, hyperparameters, coefficients, etc.) are stored to enable recovery and rollback.
- **Recovery Testing:** Recovery testing is performed quarterly, bi-annually or annually, according to Customer's needs, to ensure efficient and effective recovery procedures.

Platform Administration

The Service provides support for managing day-to-day platform operations, including configuration management, updates, user access control, and scaling workflows within an AI and ML solution. These operations ensure that the solution is secure, updated, and running smoothly while being aligned to organisational policies and procedures. Managing platform operations includes setting up resource policies, enforcing best practice, and tracking changes to the environment for audit purposes. By streamlining these operations, the Customer can reduce operational complexity, improve overall resource management, and ensure compliance across systems. Claranet will leverage Infrastructure as Code, Configuration as Code and Data as Code, to efficiently administer the environment.

- **Configuration Management:** Manage resource configurations across compute, storage, and pipelines.
- **User Access Management:** Validate user and role-based access permissions.
- **Log Management:** Management of log storage retention periods, access and amending destinations.

Commented [KA7]: As per the comment in Data Visualisation and Reporting Service - are we able to ensure the flow of the sentences make sense?

Commented [HM8R7]: Changed the text to standardise terminology

Release & Change Management	• Alert Management: Managing alert configurations. • Audit Tracking: Record changes to infrastructure and configurations for compliance and governance needs; and activity logs that capture user interactions, model responses, and administrative changes for compliance and traceability.
	Ensures that updates to the AI and ML environment are applied without major disruption on user access or performance. This includes validating new features, ensuring version compatibility, and managing phased rollouts. The Service focuses on approving new developments, using new features, managing CI/CD workflows, and ensuring efficient delivery of updates and changes while minimising risk to live environments. • Updates: Review and validation of AI and ML solution updates for stability, verifying functionality after changes. • Releases: Schedule releases in alignment with business priorities while minimising operational disruptions. • Rollback: Define fallback and rollback strategies to mitigate potential issues during changes. • Compliance: Validate developments for functionality, compliance with policies, and alignment with organisational goals. Ensure testing has been conducted and signed off prior to production deployment • CI/CD Management: Maintain CI/CD processes for pipelines. • Post-release monitoring: Monitor and validate the stability of changes post-release, providing proactive issue handling Claranet will endeavour to acknowledge requests for change approval and/or configuration amendments within four (4) business hours. An approval resolution estimate will be provided as part of the acknowledgement, calculated using the complexity of the change, the amount of effort required to review the change and the number of active concurrent requests. Claranet will manage a release schedule, in co-ordination with the Customer.

4.2. Additional/Optional Features

The following features can be purchased on top of the standard Service and will be subject to additional charges:

Feature	Description
24x7 Service	Claranet can provide 24x7 coverage for the standard features. Specifically, this refers to the acknowledgement of alerts and requests for change approval/

Commented [TK9]: @Kristhea Abanes - Here I'm attempting to mitigate the risk of a large number of change requests/ large amount of effort required for change requests by referencing estimating and the subsequent management of releases to be performed by Claranet. Do you think this is sufficient?

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configuration amendments, changing the SLA from 24 business hours (9am-5pm, Mon to Fri), to 24x7.

AI Engineer as a Service

Claranet can provide flexible access to AI and LLM engineering capability to implement required changes where recommendations have been made as part of the core service.

Development hours are provided as a consumable resource, leveraging Claranet's expertise to perform a range of development and AI and LLM engineering activities, including, but not limited to, the following:

- Changing model configurations, foundational models or model versions. Providing custom fine-tunings of models to better fit the Customer's organisation's use-case.
- Customising prompts for the LLMs where necessary to improve the accuracy of the Customer's application.
- Configuring and testing processes for release management, governance workflows, and version control.
- Identifying and implementing optimisations for critical elements such as query logic, indexing pipelines, token usage, and latency mitigation strategies.
- Adjusting and augmenting content generation logic, including optimising creative outputs, ensuring factual grounding, reducing hallucinations, and implementing bias mitigation techniques to align with organisational standards and ethical guidelines.

An estimation of effort will be performed for all development tasks so that resources can be aligned to meet development goals.

Claranet can provide flexible access to ML engineering capability to implement required changes where recommendations have been made as part of the core service.

Development hours are provided as a consumable resource, leveraging Claranet's expertise to perform a range of development and ML engineering activities, including:

MLOps Engineer as a Service

- Adjusting and upgrading deployed models, including retraining, fine-tuning, changing model types, and implementing new configurations to align with changing organisational needs
 - Designing, customising, and implementing end-to-end data ingestion, transformation, and inferencing pipelines to improve processing speed and reliability.
 - Identifying and deploying optimisations for critical performance areas such as latency reduction, throughput improvement, and batch processing alignments.
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Commented [KA11]: As per my previous comment on Data Visualisation.

-
- Configuring advanced monitoring and alerting workflows to cover extended business-specific performance and security metrics
 - Developing and testing CI/CD pipelines and automating resource management workflows to ensure seamless change implementation and deployment accuracy.

An estimation of effort will be performed for all development tasks so that resources can be aligned to meet development goals.

Data Science as a Service

Claranet can provide flexible access to ML engineering capability to implement required changes where recommendations have been made as part of the core service.

Development hours are provided as a consumable resource, leveraging Claranet's expertise to perform a range of development and ML engineering activities, including:

- Applying statistical modelling and machine learning techniques to uncover patterns, trends, and insights in datasets, enabling improved decision-making and forecasting.
- Designing and developing bespoke machine learning models tailored to specific business use cases and ensuring accuracy and interpretability.
- Transforming raw data into actionable formats, including feature engineering, handling missing values, and data normalisation, to maximise model performance.
- Selecting and tuning algorithms to balance performance trade-offs, such as accuracy, speed, and scalability, based on the Customer's priorities and datasets.
- Leveraging statistical tools and visualisation techniques to provide deep insights into the Customer's data for learning patterns and validating assumptions.
- Developing and deploying models with predictive capabilities to address scenarios such as demand forecasting, customer segmentation, and anomaly detection.

An estimation of effort will be performed for all development tasks so that resources can be aligned to meet development goals.

Data Visualisation & Reporting

A Data Visualisation & Reporting Managed Service can be provided by Claranet. The Service is designed to ensure the reliability, performance, and scalability of the Customer's organisation's data visualisation platforms and reporting frameworks. The following are included:

- Monitoring & alerting.
 - Optimisation & Reporting.
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	• Backup & Disaster Recovery. • Platform Administration. • Release & Change Management. Analytics Engineering can also be provided as an additional feature of the Data Visualisation and Reporting Managed Service. Please refer to the Data Visualisation and Reporting Service Description for further detail.
Managed Data Platform Service	The Managed Data Platform Service is designed to optimise the performance, reliability, and scalability of the Customer's enterprise data solutions. This Service ensures that Customer's data platforms – encompassing ingestion, processing, analytics, and storage – operate efficiently while driving business insights and innovation. The following are included: • Monitoring & Alerting. • Optimisation & Reporting. • Backup & Disaster Recovery. • Platform Administration. For further details, please refer to the Managed Data Platform Service - Service Description.

5. Managed Service

This Service Description applies to Managed Services and will be read in conjunction with the CXMS, which provides a framework for Claranet's core support experience and describes what a customer can expect from any standard Managed Service solution provided by Claranet. This Service Description is intended to complement the CXMS and provide details specific to the Service. In the event that this Service Description conflicts with CXMS, the provisions of this Service Description will prevail to the extent of such conflict.

6. Roles and Responsibilities

The Customer, or any appointed third parties, acknowledges and agrees to perform its responsibilities. Claranet's delivery, implementation, and performance of the Service depend on the timely and effective completion of these Customer's responsibilities and/or adherence to Claranet's reasonable instructions. If the Customer fails to meet these responsibilities and this results in an impact on any Service Levels set forth herein, Service Credits shall not be payable:

Responsibility	Description
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Provide a suitable primary contact for the length of the Service.	To ensure smooth delivery of the Service, the Customer must provide Claranet with a primary contact with the relevant knowledge and experience to provide all necessary assistance to Claranet pursuant to this Service Description and/or the SOW.
Access to support, key staff and stakeholders.	The Customer must provide key staff and stakeholders, both internal and external (where relevant), are available for engineer visits, meetings and/or workshops. The Customer will provide the necessary access to support and relevant personnel. However, the Customer will be responsible for ensuring all communications to all key or relevant Customer managed stakeholders regarding the Service for the duration, including any technical change and/or approval required.
Provide a safe and suitable working environment.	Where Claranet employees are required to attend Customer and/or third-party premises, the Customer must ensure that Claranet employees are provided with a safe and suitable working environment.
Provide information required by Claranet.	The Customer shall provide any information requested in the format specified by Claranet within five (5) working days, unless agreed otherwise in writing.
Responding to project requests by Claranet.	The Customer shall respond to any project-related request made by Claranet within five (5) working days. Unless agreed otherwise in writing.
Reasonable and timely cooperation	The Customer will provide reasonable and timely cooperation and follow instructions as required by Claranet.
Notifications regarding maintenance	The Customer will inform Claranet of any planned changes to the infrastructure, processes or configurations of AI and ML platform due to any maintenance or planned works within reasonable notice, so that any changes can be assessed for impact on services provided.
Changes to information	The Customer will ensure that technical details are kept up to date by submitting to Claranet to update the relevant details.
Data Access Provisioning	The Customer must provide and maintain secure access credentials for all data sources and systems involved in the Service to ensure uninterrupted operations.

Data Governance Oversight	The Customer is responsible for defining data governance policies and participating in periodic reviews to ensure compliance with internal standards.
Compliance & Audit Coordination	The Customer must coordinate with auditors and compliance teams to provide necessary documentation and support during compliance assessments.
Security & Compliance Requirements	The Customer will provide relevant security policies and controls, compliance and regulatory requirements, and notification of any changes.
Change Coordination	Any planned changes to the infrastructure, processes or configurations of the AI & ML environment are communicated between the Customer and Claranet (and vice-versa), so that planned changes can be assessed for impact.

6.1. Pre-Requisites

Before Claranet can commence the Services, the Customer is required to fulfil or complete the following pre-requisites to ensure that the Services can be delivered successfully. If such pre-requisites are not met by the Customer, then this may have consequential adverse impact on the delivery of Services and may prevent Claranet from delivering on its obligation and/or require changes in a Change Request Form to remediate any impact.

The Customer's AI & ML solution must include key processes and components which are functionally implemented on any environment for which the managed service is required. These processes form a fundamental part of the managed service.

Claranet can assist with implementing these processes as part of a separate agreement.

Pre-requisites	Description
Network Access	The Customer will ensure Claranet is able to access the network(s) in which the environment is deployed. For example, VPN access or IP whitelisting.
Credentials & User Access	The Customer will provide Claranet with necessary credentials and relevant role assignments to be able to monitor and manage the AI & ML solution resources and repositories.

Git Repositories	The Customer will have a git repository for storing code artifacts for the following: • Infrastructure as Code; • Data as Code; • Configuration as Code.
Infrastructure as Code (IaC)	The Customer will have a process for maintaining their infrastructure, using infrastructure as code (IaC) to store their infrastructure configurations. This is used by Claranet to provide maintenance and change management of infrastructure components.
Configuration as Code (CaC)	The Customer will have a process for maintaining their resource configuration. For example, compute configuration and pipeline configuration will be stored as code. This is used by Claranet to provide maintenance and change management of environment components and applications.
Continuous Integration / Continuous Delivery (CI/CD) Workflows	The Customer will have functional CI/CD workflows for any configurations stored as code within the AI & ML solution (including IaC & CaC). This is used by Claranet to provide maintenance and change management of all components of the AI & ML environment.
AI & ML Solution Health Check	Where an existing AI and/or ML solution has not been built by Claranet, any high priority remedial actions identified by Claranet as part of a health check should be completed before onboarding. This is to ensure the solution meets Claranet's functionality expectations and implementation standards.

Note: In the event a Pre-requisite is not fulfilled, the delivery of Service may be delayed, quality of Service may be impacted and/or additional costs may be incurred to deliver the Services. In addition, the Service shall not be subject to the SLAs or Service Credits (if applicable) and shall be provided on a reasonable endeavours basis until the above activities are completed.

7. Delays and Cancellation Terms

- 9.1** Professional Services, if applicable as part of delivery, must be used within six (6) months from the date of Customer's signature of the Order Form. At the end of this period, Claranet may invoice the full balance of any unused Professional Services Fees and the Customer shall pay such Fees in accordance with the Agreement. The Customer will then have a further six (6) months to utilise the

remaining Professional Services. Any unused Professional Services at the end of this additional six (6) month period will expire. Unless otherwise agreed in writing, all Professional Services Fees are non-refundable.

9.2 The Customer agrees and acknowledges that Claranet will provide an estimate of time required to complete the Services. The Customer further acknowledges that additional Professional Services days may be necessary to complete delivery. Claranet shall notify the Customer in good faith if it determines that additional days are required and such additional days may only proceed upon the Customer's authorisation through an additional Order Form.

9.3 If the Customer postpones a booking (e.g. a workshop, meeting or a call) at short notice, then the following will be charged by Claranet, depending on the amount of notice given:

Notice for Postponement	Postponement Fee
Less than 15 working days but greater than 10 working days	50% of the Fees associated to the booking
Less than 10 working days but greater than 5 working days	75% of the Fees associated to the booking
Less than 5 working days	100% of the Fees associated to the booking

9.4 If the Customer seeks to cancel a Service/s before the expiry of the Initial Term or Renewal Term, Claranet shall invoice the Customer for cancellation charges equal to the total Fees that would have been payable for the remainder of the Initial Term or Renewal Term of the respective Service/s, unless agreed otherwise in writing. The Customer shall pay such cancellation charges accordingly.

8. Assumptions and Exceptions

Service delivery may be affected if the following occur below. Where relevant and to the extent any Service Levels set out herein are impacted by the below, Service Credits will not apply as a result.

10.1 It is assumed that where required as part of the Service, access to the Customer's IT infrastructure is quickly established and retained for the duration of the Service. Any issues relating to access and permissions may result in work being halted or delayed until such access is resolved, or cause failures in delivery because Claranet personnel are unable to access the Customer's relevant sites.

10.2 Where software licences are not provided as part of the Service, it is the Customer's responsibility to ensure they have the appropriate subscriptions and licences as required to benefit from the Service. The costs of such licences and subscriptions are not included in the price of the Service as set out in this Service Description unless otherwise provided in the Agreement.

10.3 Claranet shall not be responsible for any failure of any component for which Claranet has no control over, including but not limited to, electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer.

10.4 Claranet shall not be responsible for meeting any Service Levels to the extent that performance is impacted by the exceptions set out below. Accordingly, no Service Credits shall be payable in relation to any outage or failure resulting from such exceptions. |

- a. if the Customer is in default under the Agreement;
- b. in the event that the Service is unavailable due to any component, event or situation not wholly within Claranet's control, including, but not limited to, a failure of a component that Claranet is not responsible, or issues with electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer;
- c. in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance;
- d. in the event that the Service is disrupted or unavailable due to viruses, unauthorised users or hackers;
- e. in the event that the Service is unavailable due to changes initiated by the Customer, whether implemented by the Customer or by Claranet on its behalf;
- f. in the event that the Service is unavailable as a result of the Customer exceeding system capacity;
- g. in the event that the Service is unavailable due to viruses, not arising from the failure or breach of Claranet or Claranet's Service;
- h. in the event that the Service is unavailable due to the Customer's failure to adhere to Claranet's implementation, support processes and procedures;
- i. in the event that the Service is unavailable due to the acts or omissions of the Customer and its employees, agents, contractors or otherwise;

Commented [KA12]: Please can I just check whether all of the below applies?

Commented [HM13R12]: Deleted one that wasn't relevant

- j. in the event that the Service is unavailable due to Customer's third party contractors or vendors or anyone instructed by the Customer gaining access to Claranet's network, control panel or to the Customer's website at its request;
- k. in the event that the Service is unavailable due to a force majeure event;
- l. in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy;
- m. in the event that the Service is unavailable due to the Customer's negligence or wilful misconduct, or that of any person authorised by the Customer to use the Services provided by Claranet;
- n. in the event that the Service is unavailable due to any failures that cannot be remedied because the Customer is unreachable or Claranet personnel are unable to access the Customer's relevant systems, assets and/or sites.

9. Terminology

Unless otherwise specified, capitalised terms used in this Service Description shall bear the same meanings as those used in the Master Service Agreement, unless otherwise expressly stated herein. Set out below are a description of key technical terms used in this Service Description.

Terms	Definition
AI	AI, or Artificial Intelligence, is the field of computer science focused on creating systems that can perform tasks normally requiring human intelligence, such as visual perception, speech recognition and decision-making.
CI/CD	CI/CD, or Continuous Integration/Continuous Delivery is a practice that automates the building, testing, and deployment of software to accelerate the development lifecycle and improve reliability.
Configuration as Code	Configuration as Code is the practice of managing configuration resources in a source repository
CPU	CPU, or Central Processing Unit is the primary component of a computer that acts as its control centre and runs the machine's operating system and apps.

Commented [KA14]: Please can we just make this alphabetical as well?

Commented [KA15R14]: Please can we add the Configuration as Code, Data as Code, etc.?

Commented [HM16R14]: @Krishna, I have added those terms in

Customer Experience for Managed Services (CXMS) Document	The CXMS document provides a framework for Claranet's core managed support experience and describes what a customer can expect from any standard Managed Service provided by Claranet. It outlines the responsibilities of both Claranet and the Customer, including how to log and escalate cases, how SLA targets are prioritised, set, and achieved, as well as the tools used to perform these functions.
Data as Code	Data as Code is an approach where data structures, transformations, and configurations are treated like source code and backed by a version control system.
Disaster Recovery	Disaster recovery is an organisation's strategy to regain access to and functionality of IT system, data and critical business operations after a disruptive event, such as a natural disaster, cyberattack, or equipment failure.
GPU	GPU, or Graphics Processing Unit is a specialised electronic circuit that rapidly processes images and video, using thousands of small cores for parallel tasks.
Infrastructure as Code	Infrastructure as Code is the practice of managing and provisioning IT infrastructure (like databases, servers, pipelines) using code and configuration files, rather than manual processes.
LLM	LLM, or Large Language Model is a complex AI model capable of understanding and generating natural language content.
ML	ML, or machine learning, is a subset of AI that focuses on creating systems that can learn from data without being explicitly programmed.
MLOps	MLOps, or Machine Learning Operations, is focused on streamlining the process of taking machine learning models to production, and then maintaining and monitoring them.
Platform-as-a-Service	Platform-as-a-Service is a cloud-based software delivery model where people access applications over the internet, while the cloud service provider handles infrastructure, security, and updates.
Software-as-a-Service	Software-as-a-Service is a ready-to-use software for end-users that is accessed over the internet
TPU	TPU, or Tensor Processing Unit is an application specific integrated circuit that are optimised for certain mathematical operations and are used in AI and ML workloads.