



IBM Business Process Manager on Cloud provides enhanced self-service capabilities and additional purchase options

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Overview

IBM[®] Business Process Manager (IBM BPM) on Cloud is a comprehensive and consumable, BPM cloud service that delivers visibility and management of your business processes in a cloud environment. This Software as a Service (SaaS) product includes tooling and runtime to design and run processes. It provides capabilities to monitor and optimize work that is run within the platform. It is specifically designed to enable process owners and business users to get started with business process improvement quickly with a ready-to-use, cloud-based environment that is hosted in IBM cloud data centers and managed by IBM.

IBM BPM on Cloud now delivers enhanced capabilities and options that include the following:

- New author purchase option that allows you to increase the number of designer type of users, which can access the cloud service
- New memory purchase option that provides additional memory for business processes that have large memory requirements
- New, remote-on-demand consulting subscription options with Expert Access Services to accelerate and support your process design and implementation
- A modernized web experience that provides quick and easy access to the cloud service
- Enhanced, self-service logging to simplify the diagnosing of process applications
- Opportunity to experience the new capabilities provided by IBM BPM V8.5.6

Key prerequisites

IBM BPM on Cloud requires an Internet connection and a workstation that are capable of supporting one of the following browsers:

- Microsoft[™] Internet Explorer V8, or later
- Mozilla Firefox V24, or later
- Google Chrome V30

For additional requirements, refer to the [Software requirements](#) sections.

Planned availability date

June 27, 2015

Description

IBM BPM on Cloud now delivers several enhanced capabilities and options that include:

- Increased number of authors that can access the cloud service
By default, IBM BPM on Cloud is restricted to five users who can access the cloud service as a Designer, with IBM Process Designer or Integration Designer. You can now increase the number of Designers with the new author purchase option. This allows you to scale up or support larger implementation teams for your projects.
- Additional memory option
By default, IBM BPM on Cloud provides computing resource capacity based on the number of Authorized or Concurrent Users purchased. Some process applications may require more memory. You now have the option to purchase more memory without increasing the number of users.
- IBM BPM on Cloud Expert Access Services
Expert Access Services is a revolutionary, on-demand consulting model from IBM, which provides timely access to remote deep technical expertise during critical junctures in your Smarter Process adoption journey. This remote service helps you mitigate project risk, scale your development teams, and enables your teams to deepen their skill in the process.

As your team and your organization progress with process development on IBM BPM on Cloud, you may have questions about a wide variety of topics, such as functionality, solution design approaches, issue diagnosis, tuning, and implementation of best practices. After your first project, your team will have mastered core concepts, but they will still require assistance with complex solution topics. Additionally, our most successful customers begin to scale their initiatives to multiple projects with increasing mission criticality.

Growing your teams' skills, while rapidly expanding your development initiatives, can be challenging. The Expert Access Services addresses these challenges. Through this fixed-fee subscription service, IBM enables your team and your organization with unlimited questions and answers to utilize IBM best practices to scale skills across your development teams at every stage of your journey. This is done through an innovative model that provides access to the best talent in IBM with minimal notice and maximum cost effectiveness.

With Expert Access Services, individual team members can surface questions or concerns with members of the expert resource pool, and can get additional opinions on important pieces of code. As a subscriber, you can use IBM skills for help on some of your most complex development deliverables. You can also proactively get solution reviews to benchmark your code against best practices.

Expert Access Services delivers three purchase options:

- Professional subscription. The basic-level subscription provides direct advice for three team members so that they can receive remote guidance on developing, troubleshooting, and deploying process. IBM is focused on your productivity.
- Enterprise subscription. The standard-level subscription provides direct access to remote advice for up to 10 team members across one or more projects, weekly meetings with our Customer Success Program Manager, a solution review, and up to 40 hours of IBM-owned project delivery per quarter.
- Additional team members can be added to either subscription above with the Additional Developer option.

For more information on Expert Access Services, refer to <http://www.ibm.com/developerworks/websphere/services/discoverodc.html>

- Modernized web experience
The IBM BPM on Cloud website is updated with a new look and feel that includes a new, fully automated, trial sign-up process at <https://www.bpm.ibmcloud.com>

- Enhanced self-service logging
This update includes additional logging capabilities that enable developers to better use the logs for diagnostic purposes. They include:
 - A new REST API for gathering logs
 - Support for requesting more granular time frames
 - A log tail capability in the Admin UI for watching events in real time
- Support for the latest capabilities provided in IBM BPM V8.5.6

The IBM BPM on Cloud has been updated to the V8.5.6 level. In general, the service is maintained at the latest level of the IBM BPM product. IBM works with existing IBM BPM on Cloud clients to keep them on the latest version of the product using a phased approach in introducing the updates to their environment.

For more information on the features in IBM BPM V8.5.6, refer to Software Announcement [215-016](#), dated February 17, 2015, or product documentation at

http://www.ibm.com/support/knowledgecenter/SSFPJS_8.5.6

More information on IBM BPM on Cloud and a no-charge trial option is available from the IBM Cloud Marketplace at

<http://www.ibm.com/marketplace/cloud/process-management-software-in-the-cloud/us/en-us>

Accessibility by people with disabilities

Features of the products that support use by people with disabilities that include:

- Using assistive technologies such as screen readers and screen magnifier software
- Customizing display attributes such as color, contrast, and font size
- Operating the system using only the keyboard

A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested from the IBM website

http://www.ibm.com/able/product_accessibility/index.html

Reference information

For additional information on IBM BPM on Cloud, refer to Software Announcements:

- [215-081](#), dated February 17, 2015
- [214-493](#), dated October 21, 2014
- [214-347](#), dated September 16, 2014
- [214-136](#), dated April 22, 2014

For additional information on IBM BPM V8.5.6, refer to Software Announcement [214-141](#), dated April 25, 2014.

For additional information on IBM BPM on Cloud for US Federal, refer to Software Announcements [215-075](#), dated February 17, 2015, and [214-462](#), dated October 21, 2014.

For information on IBM SoftLayer^(R), refer to

<http://www.ibm.com/press/us/en/pressrelease/42956.wss>

Availability of national languages

For information, refer to Software Announcement [214-347](#), dated September 16, 2014.

Program number

Program number	VRM	Program name
5725-L63	SaaS	IBM BPM on Cloud

Education support

Education is a key component to ensuring software success. IBM creates a comprehensive portfolio of education material to help clients successfully deploy IBM software products to their maximum potential. The IBM education team is committed to providing the highest quality education content available to help your organization prosper in today's competitive marketplace.

The IBM education team works closely with IBM product developers and IBM services organizations to ensure that the courses we offer provide the most current technical and product information. Our courses place an emphasis on the advanced knowledge and insight that only these sources can provide. We draw from a deep pool of IBM technical experience in the development of our courses, and pass that knowledge on to our students. Our courses emphasize hands on labs to develop comprehensive skills in using the product to solve business problems. The education offerings from IBM Training span the spectrum of skill needs, from introductory product overviews to advanced programming and product administration courses.

The delivery of IBM education is provided by IBM Global Training Partners.

For more information about available education offerings, search on the product name at

<http://www.ibm.com/training>

Offering Information

Product information is available via the Offering Information website

<http://www.ibm.com/common/ssi>

Also, see the Passport Advantage^(R) website

<http://www.ibm.com/software/passportadvantage>

Publications

The IBM BPM on Cloud documentation is available on IBM Knowledge Center at

<http://www.ibm.com/support/knowledgecenter/SS964W/>

This documentation can be viewed from a web browser with Internet access or run locally. Local documentation can be downloaded from the IBM BPM Library page at

<http://www.ibm.com/software/integration/business-process-manager/library/documentation>

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, see

<http://www.ibm.com/software/sw-services/>

Technical information

Specified operating environment

Hardware requirements

IBM BPM on Cloud requires:

- A workstation that supports one of the web browsers as listed in the [Software requirements](#) section
- A direct, Internet connection

Software requirements

IBM BPM on Cloud requires one of the following supported web browsers:

- Microsoft Internet Explorer V8, or later
- Mozilla Firefox V24, or later
- Google Chrome V30

Process Designer and Integration Designer tools are provided as downloads for users who will be designing processes and services. These tools can be downloaded from your IBM BPM on Cloud instance and installed on a desktop system. When you run them, they connect to the Process Center within your IBM BPM on Cloud instance.

Process Designer

See the following website for a current list of hardware and software requirements for IBM BPM Tools and add-ons

<http://www.ibm.com/support/docview.wss?uid=swg27023009>

Integration Designer

Refer to the following website for a current list of hardware and software requirements for Integration Designer

<http://www.ibm.com/support/docview.wss?uid=swg27022441>

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Planning information

Packaging

This offering is delivered through the Internet. There is no physical media.

Access to IBM BPM on Cloud instances will be provided to each entitled customer.

Ordering information

This product is only available via Passport Advantage. It is not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, see

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, see

<http://www.ibm.com/partnerworld/wps/bplocator/>

IBM BPM on Cloud

Product group: IBM Systems, Middleware
Product category: Application Connectivity

	Product Identifier Description (PID)
IBM BPM on Cloud	5725-L63

Passport Advantage

IBM BPM on Cloud (5725-L63)

Non-tiered part numbers

Program name/Description	Part number
Additional storage gigabyte	
- 1-GB monthly subscription with support	D1B6VLL
Additional memory	
- 16-GB monthly subscription with support	D1II0LL
One-time setup	D1016LL
Service Level Agreement	D134RLL
On-Demand consulting services	
- Professional monthly subscription	D1II1LL
- Enterprise monthly subscription	D1II2LL
- Additional developer monthly subscription	D1II3LL

Tiered part numbers

Program name/Description	Part number
Authorized user	
- Tier monthly subscription with support	D1FQ0LL
- Tier overage	D1FQ1LL
Concurrent user	
- Tier monthly subscription with support	D1FQ3LL
- Tier overage	D1FQ4LL
Additional Author	
- Tier monthly subscription with support	D1IHZLL

The part numbers in the tiered part number table are subject to the following tiers:

Tier	Quantity of users
1	25-49
2	50-99
3	100-199
4	200-299
5	300-499
6	500-999
7	1000+

Charge metric

Program name	Part number or PID number	Charge metric
IBM BPM on Cloud	5725-L63	
User		Authorized User
		Concurrent User
Author		Authorized User
Storage		Gigabyte
Memory		Gigabyte
One-time Setup		Fixed charge
Consulting services		Engagement
Service Level Agreement		No-charge

Authorized User

Authorized User is a unit of measure by which the IBM SaaS can be obtained. Customer 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 Customer's Proof of Entitlement (PoE) or Transaction Document.

Concurrent User

Concurrent User is a unit of measure by which the IBM SaaS can be obtained. A Concurrent User is a person who is accessing the IBM SaaS at any particular point in time. Regardless of whether the person is simultaneously accessing the IBM SaaS multiple times, the person counts only as a single Concurrent User. Customer must obtain entitlements for the maximum number of Concurrent Users simultaneously accessing the IBM SaaS in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means during the measurement period specified in Customer's Proof of Entitlement (PoE) or Transaction Document.

Gigabyte

Gigabyte is a unit of measure by which the IBM SaaS can be obtained. A Gigabyte is defined as 2 to the 30th power bytes of data (1,073,741,824 bytes). Sufficient entitlements must be obtained to cover the total number of Gigabytes processed by the IBM SaaS during the measurement period specified in Customer's Proof of Entitlement (PoE) or Transaction Document.

Engagement

Engagement is a unit of measure by which the services can be obtained. An Engagement consists of professional and/or training services related to the IBM SaaS. Sufficient entitlements must be obtained to cover each Engagement.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Passport Advantage Agreement, the International Passport Advantage Express[®] Agreement, the Cloud Services Agreement and associated Service Descriptions, or the IBM SaaS Terms of Use.

This product is only available via Passport Advantage. It is not available as shrinkwrap.

Subscription

The IBM International Passport Advantage Agreement and the IBM SaaS Terms of Use or the IBM Cloud Services Agreement (CSA) and the Service Description govern your use of this offering.

Agreement for Acquisition of Software Maintenance

Technical support

Technical support is provided for IBM SaaS and enabling software, as applicable, during the subscription period. Any enhancements, updates and other materials provided by IBM as part of any such technical support are considered to be part of IBM SaaS or enabling software, as applicable, and therefore governed by the SaaS Terms of Use or the CSA and associated Service Description. Technical support is included with IBM SaaS and is not available as a separate offering.

Refer to additional technical support information in the IBM Software as a Service Terms of Use document for the program.

Terms of use

The program's Terms of Use and CSA Service Description document is available on the IBM Software as a Service Agreements website

<http://www.ibm.com/software/sla/sladb.nsf/sla/saas>

Limited warranty

If warranted, refer to the warranty as stated in the Terms of Use document or the Cloud Services Agreement for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

<http://www.ibm.com/software/passportadvantage>

Software Subscription and Support applies

No

IBM Operational Support Services - SoftwareXcel

No

Other support

Passport Advantage

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

Prices

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus. Additional information is also available at

<http://www.ibm.com/software/passportadvantage>

IBM Global Financing

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or see

<http://www.ibm.com/financing>

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