



# IBM Business Process Manager on Cloud delivers a new cloud offering to help your business rapidly develop and deploy business process management applications

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## At a glance

IBM® Business Process Manager ( IBM BPM) on Cloud delivers a fully-managed Business Process Management Platform as a Service (PaaS) environment that helps your business users start projects quickly and deploy process application solutions on the cloud without the need to build and maintain an IT infrastructure.

IBM BPM on Cloud offers:

- A subscription-based consumption and delivery model
- Dedicated BPM cloud environment for process application development, testing, and deployment
- An IBM-managed cloud environment that is exclusively available on the IBM SmartCloud™

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: VE001).

## Overview

IBM Business Process Manager ( IBM BPM) on Cloud is a comprehensive and consumable business process management PaaS that offers visibility and management of your business processes in a cloud environment. It includes tooling and run time for process design, execution, monitoring, and optimization. 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 hosted in IBM cloud data centers and managed by IBM .

IBM BPM on Cloud is built on IBM SmartCloud Enterprise and delivers an environment that is both highly scalable and protected by IBM's cloud security strategies to enable you to develop and deploy process applications that are ready when you are. Cloud-based solutions help eliminate typical inhibitors to starting new projects, such as capital expenditures (CAPEX) and hardware availability, and deep IT skills for setting up and managing systems. There is no hardware, perpetual software licenses, or installation services to purchase.

IBM BPM on Cloud offers:

- User per month subscriptions, with a minimum number of months required, for getting started quickly without the need for investment in software licenses, hardware, and BPM administration skills
- Dedicated BPM cloud environment that is for process application development, testing, and deployment
- Highly available process application deployment environment
- Managed by IBM with support 24 hours a day, every day of the week
- Available on IBM SmartCloud Enterprise data centers in the US, Canada, and Europe

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## Key prerequisites

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For details, refer to the [Hardware requirements](#) and [Software requirements](#) sections.

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## Planned availability date

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June 26, 2013

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## Description

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IBM BPM on Cloud helps you:

- **Get started quickly with business process projects in a cloud-based environment that is ready when you are:**
  - Offers a complete development, testing, and deployment environment that is available within 48 hours in most cases.
  - Eliminates inhibitors to typical on-premise-based projects, such as the need for hardware, deep IT skills, and perpetual software licenses.
  - Enables development and testing activities as well as other dynamic workloads.
- **Manage initial startup costs by enabling projects to start small with a subscription-based consumption model that can grow over time:**
  - Purchase on a rental basis with user per month subscriptions, with a minimum number of months required.
  - Scale the number of users depending on your needs, with a minimum number of users required.
- **Gives you flexibility to stay in the cloud or move to an on-premise infrastructure over time:**
  - Comprehensive BPM capabilities are compatible with IBM BPM Advanced.
  - Highly available execution run time for process applications is enabled for piloting new business processes, especially ones that are heavily human oriented.
  - Process applications developed in IBM BPM on Cloud can be moved to an on-premise version of IBM BPM Advanced.
- **Offers peace of mind knowing IBM is managing the BPM platform services and cloud infrastructure in a highly available manner with support around the clock:**
  - Managed BPM environment that is monitored with regular backups to help you recover your environment when you experience a disaster.
  - IBM technical support for the BPM PaaS that is available around the clock and around the world.
  - Problem resolution by telephone for all Severity 1 situations with coverage 24 hours per day, seven days a week; you decide which issues are classified as Severity 1.
  - Built on IBM SmartCloud Enterprise, IBM's enterprise-class public cloud infrastructure-as-a-service (IaaS), IBM BPM on Cloud is protected by IBM's

cloud security strategies. It delivers a highly scalable hosted IT infrastructure with on-demand access to virtual servers and storage resources. IBM SmartCloud Enterprise is powered by six state-of-the-art green IBM data centers.

- **Improve collaboration, communications, and change tracking between business process stakeholders using IBM Blueworks Live™ and implementation teams using IBM BPM on Cloud:**
  - Includes "live" linkages between process documentation in Blueworks Live and corresponding process applications implemented in IBM BPM.
  - A Business Process Design in IBM BPM on Cloud can establish a reference link to a Blueworks Live process.
  - A Process Designer user can be notified when the referenced Blueworks Live process documentation is modified.

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## Accessibility by people with disabilities

Features of the products that support use by people with disabilities 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 via the IBM website

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

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## Reference information

For information on IBM BPM V8.5, refer to Software Announcement [213-023](#), dated April 23, 2013 .

For more information on IBM BPM Application Pattern V8.5, refer to Software Announcement [213-143](#), dated April 26, 2013 .

For information on IBM SmartCloud Enterprise - virtual environment Version 2.2, refer to Services Announcement [612-041](#), dated December 18, 2012 .

For information on IBM Blueworks Live , refer to Software Announcement [212-375](#), dated October 2, 2012 .

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## Program number

Program number	VRM	Program name
5725-L63	PaaS	IBM Business Process Manager on Cloud

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## Education support

IBM delivers a comprehensive portfolio of education services to help customers successfully deploy and integrate WebSphere® Application and Integration middleware products to their maximum potential.

Education is a key component to ensuring software success. The IBM education team is committed to providing the highest quality education available to help your company prosper in today's competitive marketplace. We deliver successful

education programs that provide your people with the skills necessary to help make your business profitable using IBM software.

The IBM education team works closely with IBM product developers and IBM services organizations to ensure that the courses we offer provide the most up-to-the-minute 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.

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are available at the IBM training website

<http://www.ibm.com/services/learning/>

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

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## Offering Information

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Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

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## Publications

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IBM BPM documentation is shipped in an information center, which can be viewed from a web browser with Internet access or run locally. A local copy of the information center can be downloaded and installed. Any new or updated version of the documentation can be added to that locally installed information center.

On June 26, 2013, the online version of the IBM BPM information center will be available at

<http://pic.dhe.ibm.com/infocenter/dmndhelp/v8r5m0/index.jsp>

Portions of the documentation for IBM BPM may be translated and available within 30 days of product availability.

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## Technical information

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### **Specified operating environment**

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#### **Hardware requirements**

For details, refer to the [Software requirements](#) section.

#### **Software requirements**

##### **IBM BPM on Cloud**

The IBM Process Designer and IBM Integration Designer tools may be optionally installed and run from a desktop system to connect to the IBM BPM on Cloud - Process Center instance.

##### **IBM Process Designer**

Visit the following website for a current list of hardware and software requirements:

IBM BPM Tools and Add-ons

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

### **IBM Integration Designer**

Visit the following website for a current list of hardware and software requirements:

IBM Integration Designer

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

### **IBM Electronic Support**

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools: <http://ibm.com/electronicssupport>

Access the IBM Support Portal: <http://ibm.com/support>

Access the online Service Request tool: <http://ibm.com/support/servicerequest>

### **Planning information**

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#### **Packaging**

No software is shipped with this offering.

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

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### **Software Services**

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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, visit

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### **Ordering information**

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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, visit

[http://www.ibm.com/partnerworld/page/svp\\_authorized\\_portfolio](http://www.ibm.com/partnerworld/page/svp_authorized_portfolio)

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## IBM BPM on Cloud

Product group: Application Integration Middleware  
Product category: Application Connectivity

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

Product	Program number
IBM Business Process Manager on Cloud	5725-L63

## Passport Advantage

Product name/Description	Part number
IBM BPM on Cloud	
- Authorized user monthly subscription with support	D1013LL
- Daily fee for partial month	D1014LL
- Authorized user overage	D1015LL
- One-time setup	D1016LL

## Charge metric

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Program name	Part number or PID number	Charge metric
IBM BPM on Cloud	5725-L63	
- User		Monthly subscription charge with support per authorized user Overage charge per authorized user Partial month charge per authorized user - daily charge
- One-time setup		Fixed charge

## Authorized User

Authorized User is a unit of measure by which the Program can be licensed. An Authorized User is a unique person who is given access to the Program. The Program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the Program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the Program in any manner directly or indirectly (for example, via a multiplexing Program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

**Note:** Some Programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of

or receives for execution a set of commands, procedures, or applications from the Program or that is otherwise managed by the Program is considered a separate user of the Program and requires an entitlement as if that device were a person.

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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 and the IBM SaaS Terms of Use Agreement.

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The IBM International Passport Advantage Agreement and the IBM SaaS Terms of Use agreement govern your use of this offering.

### ***Technical Support***

Technical Support is provided for the 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 the IBM SaaS or Enabling Software, as applicable, and therefore governed by these Terms of Use. Technical Support is included with the 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.

### ***License Information form number***

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

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

### ***Limited warranty applies***

The warranty for IBM SaaS is stated in the Terms of Use.

### ***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

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**Statement of good security practices**

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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.

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**IBM Electronic Services**

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Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX® 5.3, AIX 6.1, and AIX 7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type "smitty esa\_main", and select "Configure Electronic Service Agent ." In addition, ESA now includes a powerful Web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to

<http://www.ibm.com/support/electronic>

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make

it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

## Benefits

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**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the "symptoms," diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM . The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM . The customer's business applications or business data is never transmitted to IBM .

**More accurate reporting:** Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM , problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBM ID entered during activation, customers can view system and support information in the "My Systems" and "Premium Search" sections of the Electronic Support Web site at

<http://www.ibm.com/support/electronic>

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent . Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

<http://www.ibm.com/support/electronic>

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## Prices

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### 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

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Markham, Ontario  
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Reference: VE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

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