

IBM Business Automation Content Services on Cloud delivers new Enterprise Content Management capabilities as a public cloud solution

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At a glance

IBM^(R) Business Automation Content Services on Cloud includes:

- A flexible, monthly subscription
- A secure, scalable, cloud infrastructure that utilizes container technologies
- Quickly provisioned with immediate access
- Access from the public cloud
- Advanced content management capabilities with a full set of APIs
- Modern user experience with IBM Content Navigator

Overview

Business Automation Content Services on Cloud is a comprehensive content management cloud service that delivers document management and content lifecycle capabilities that can be rapidly provisioned as a flexible, cost-effective cloud service for new and existing applications. Business Automation Content Services on Cloud provides superior scalability, security, stability, mobility, and content management capabilities that can be utilized for a variety of use cases that include:

- Business and transactional content services
- Collaborative document management
- Imaging solutions
- Social content management
- Archiving
- And more

It is specifically designed to enable content owners and knowledge workers to get started quickly with a ready-to-use, cloud-based environment that is hosted in IBM Cloud data centers and managed by IBM.

Business Automation Content Services on Cloud is the core content management component of the IBM Digital Business Automation platform. It enables organizations to efficiently and securely manage large volumes of their content as they transform their business to significantly increase productivity and scale of their digital operations. The Digital Business Automation platform delivers an extensive set of capabilities to digitize key aspects of business operations. Digital transformation is about more than wringing cost out of your back-office processes.

It is about creating engaging and highly responsive client experiences. A business automation platform enables you to digitize and automate entire front-office and back-office operations with speed and scale, while it provides real-time insight into your business. The Digital Business Automation platform is a flexible automation platform that automates:

- Repetitive human tasks
- Content management
- Process workflows
- Data capture
- Business decisions

Business Automation Content Services on Cloud is offered with two orderable components:

- Enterprise
Offers a scalable experience to start or expand content capabilities into the cloud. It provides three environments by default to enable you to go from development and testing to production with ease
- Express^(R)
Offers a low-cost entry point to get you started in the cloud, together with the flexibility to rapidly scale as your business needs grow. By default, it includes one environment that can be scaled up to an Enterprise configuration as your needs change.

Key prerequisites

Business Automation Content Services on Cloud requires:

- An internet connection
- A workstation with a browser

For specific browser requirements, see the [Technical information](#) section.

Planned availability date

March 23, 2018

See the [Availability of national languages](#) section for national language availability.

Description

Business Automation Content Services on Cloud includes:

- A flexible monthly subscription
A content management cloud offering with a monthly subscription includes all the software, cloud infrastructure, and is operated by IBM. This enables you to focus on your content solutions.
- A secure, scalable cloud infrastructure that utilizes container technologies
The infrastructure is provisioned with one or more environments for developing and testing. It also provides a highly available, production solution with disaster recovery options and utilizes virtual machine and container technologies to deliver better speed and scalability.
- A quickly provisional instance with immediate access

IBM can provision your instance in days and can provide you access so you can get started on your projects and be productive almost immediately.

- Access from the public cloud

Access your content from the public cloud or mobile devices through the cloud portal and IBM Content Navigator.

- Advanced content management

Includes:

- Advanced metadata
- Annotations
- Redaction
- Document classification and retention
- Fine grain security
- Property and content-based searches
- Cross-repository searches
- Lifecycle management
- And more

- Modern user experience with Content Navigator

Content Navigator takes advantage of standard and open technologies such as HTML5, Cascading Style Sheets (CSS), React™ and JavaScript™ and no components are downloaded to desktops. Navigator experience can be configured by user roles by using the Desktop feature. It also has an extensible framework for clients to add their own features and includes mobile iOS and Android applications in addition to SDKs.

Business Automation Content Services on Cloud is offered with two orderable components:

- Enterprise

Business Automation Content Services on Cloud Enterprise offers a scalable experience to start or expand content capabilities into the cloud. It provides three environments by default:

- Non-production development
- Non-production testing
- Production

As this offering is based on a monthly subscription, you can add more environments or storage as your needs grow with the capacity determined by purchase of concurrent users and thousands of API calls. Capacity can grow to into tens of thousands of users and multi-million API calls to support large deployments. Concurrent users provide a convenient way to support large numbers of infrequent users with a smaller number of concurrent user seats that is based on the actual number of real users accessing the system at the same time.

- Express

Business Automation Content Services on Cloud Express offers an entry point for businesses that want to get started in the cloud in a minimal fashion. It provides a single environment that can support a smaller number of users, API calls, and content assets, and can be converted to an Enterprise configuration as your needs change. As this offering is based on a monthly subscription with the capacity determined by purchase of concurrent users and thousands of API calls.

Business Automation Content Services on Cloud uses IBM FileNet^(R) Content Manager features in a standardized, public cloud offering. For businesses that need to move

their FileNet on-premises deployment to this cloud service, IBM recommends a Lab Services migration assessment to determine the best approach for your specific requirements. To request a migration assessment, contact your IBM representative or IBM Business Partner.

Section 508 of the US Rehabilitation Act

IBM makes no representation about the Section 508 status of the third-party electronic and information technology product in this offering. Contact the vendor for specific, current information on the Section 508 status of this product.

Reference information

For ECM on Cloud products, see Software Announcements:

- [216-196](#), dated June 28, 2016
- [216-175](#), dated March 1, 2016

For information on Digital Business Automation V18.0, see Software Announcement [218-100](#), dated January 30, 2018.

For information on IBM Business Processor Manager (IBM BPM) on Cloud, see Software Announcements:

- [216-213](#), dated May 17, 2016
- [216-020](#), dated February 16, 2016
- [215-225](#), dated June 23, 2015

For information on IBM BPM on Cloud Express, see Software Announcement [216-365](#), dated December 13, 2016.

For information on IBM Operational Decision Manager (ODM) on Cloud, see Software Announcements:

- [216-502](#), dated December 6, 2016
- [216-020](#), dated February 16, 2016
- [215-258](#), dated September 22, 2015

Availability of national languages

Description	Availability date	Language
Business Automation Content Services on Cloud	March 23, 2018	Arabic, Bulgarian, Catalan, Chinese (Simplified Han), Chinese (Traditional Han), Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Kazakh, Korean, Norwegian, Bokmål, Polish, Portuguese-Brazilian, Portuguese - Portugal, Romanian, Russian, Slovak, Slovenian, Spanish, Swedish, Thai, Turkish, Vietnamese

Translation information, if available, can be found at the [Translation Reports](#) website.

Program number

Program number	VRM	Program name
5900-A2A	Cloud Service	IBM Business Automation Content Services on Cloud

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on the [IBM Training and Skills](#) website.

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

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage^{\(R\)} and Passport Advantage Express](#) website.

Publications

For documentation for Business Automation Content Services on Cloud, see the documentation for IBM Content Foundation V5.5 in [IBM Knowledge Center](#).

This documentation covers the general capabilities of the Content Foundation licensed offering and as such, does not cover the differences between the cloud service and licensed offerings. For details on the differences, see the [Service Description](#) for Business Automation Content Services on Cloud, section 1a.

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, contact your Lab Services Sales or Delivery Leader, or see the [IBM Software Services](#) website.

Technical information

Specified operating environment

Hardware requirements

Business Automation Content Services 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

Business Automation Content Services on Cloud requires one of the following web browsers:

- Microsoft™ Internet Explorer, current version for your operating system
- Mozilla Firefox, current version for your operating system
- Google Chrome, current version for your operating system
- Safari, current version for Mac OS
- Microsoft Edge

Companion products

The following products can be purchased with this product:

- IBM Datacap on Cloud (5725-Z39)

IBM Datacap on Cloud Streamlines the capture, recognition and classification of business documents for use by business users and in applications. It supports the next generation of data capture, the cognitive era. It enables you to identify, classify and extract content from unstructured or highly variable documents without manual intervention. It uses natural language processing, text analytics and machine learning technologies, like those in IBM Watson^(R). By applying cognitive capture to complex tasks, the solution can significantly reduce labor and paper costs, deliver meaningful information, and improve the responsiveness of customer service.

- IBM Case Manager on Cloud (5725-W20)

IBM Case Manager on Cloud is a solution platform that includes software, infrastructure, and IT management services. It can engage people with business content, provides contextual insight through real-time analytics, and enhances teamwork through collaboration tools and flexible workflow. Enables Business and IT to work together to create solutions across the enterprise that enables an organization to make smarter decisions for better business outcomes, while balancing the need for security and compliance in a world of heightened risk.

- IBM Content Manager OnDemand on Cloud (5725-W21)

IBM Content Manager OnDemand (CMOD) on Cloud enables clients to archive reports, correspondence, and transactional records on IBM Cloud. Built on the market leading on-premise offering, IBM CMOD on Cloud is hosted on a secure, single tenant infrastructure. Users can rapidly deploy customer service e-presentment and report distribution applications to desktop and mobile devices, and quickly implement customer self-service applications using integration of a client's system of engagement.

- IBM Blueworks Live™ (5725-G68)

IBM Blueworks Live is a cloud-based software offering that enables business teams to collaboratively model, analyze, and improve their business processes and decisions. To drive enterprise-wide innovation and business-led change, it provides:

- A single, shared repository
- Social and collaborative capabilities that enable organizations

- IBM Business Process Manager (IBM BPM) on Cloud (5725-L63)

IBM BPM on Cloud is a comprehensive and consumable, business process management cloud service that delivers visibility and management of your business processes in a cloud environment.

- Includes tooling and runtime to design and run processes.
- Provides capabilities to monitor and optimize work that is run within the platform.

- 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 Operation Decision Manager on Cloud (5725-W47)
ODM on Cloud is a collaborative, role-based cloud service that is designed to capture, automate, and manage frequently occurring, repeatable, rules-based business decisions. Packaged in a monthly subscription, this service provides everything you need to develop, test, and put rules into production that includes:
 - IBM tooling
 - Governance capabilities
 - A powerful rule engine

It is available exclusively on IBM Cloud infrastructure, managed by IBM, and delivers the market-leading Business Rules Management System (BRMS).

Planning information

Packaging

This offering is delivered through the internet as an electronic download. There is no physical media.

Ordering information

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

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

More information can be found on the [IBM Channel Value Rewards](#) website.

To locate IBM Business Partners for Channel Value Rewards in your geography for a specific Channel Value Rewards portfolio, go to the [Find a Business Partner](#) page.

Product Group: IBM Systems, Middleware

Product: IBM Business Automation Content Services on Cloud (5900-A2A)

Product Category: Hybrid Cloud

Passport Advantage

IBM Business Automation Content Services on Cloud (5900-A2A)

Program name/Description	Part number
IBM Business Automation Content Services on Cloud Enterprise Concurrent User per Month	D00GZZX
IBM Business Automation Content Services on Cloud Enterprise Concurrent User Overage	D00H0ZX
IBM Business Automation Content Services on Cloud Express Concurrent User per Month	D00HAZX
IBM Business Automation Content Services on Cloud Express Concurrent User Overage	D00HBZX

Program name/Description	Part number
IBM Business Automation Content Services on Cloud API Call Thousand API Calls per Month	D00H1ZX
IBM Business Automation Content Services on Cloud API Call Thousand API Calls Overage	D00H2ZX
IBM Business Automation Content Services on Cloud VPN Connection per Month	D00HDZX
IBM Business Automation Content Services on Cloud Additional Storage Terabyte per Month	D00H6ZX
IBM Business Automation Content Services on Cloud Archive Storage Terabyte per Month	D00H9ZX
IBM Business Automation Content Services on Cloud Additional Memory 16 Gigabytes per Month	D00H3ZX
IBM Business Automation Content Services on Cloud Additional Non-Production Environment Concurrent User per Month	D00H7ZX
IBM Business Automation Content Services on Cloud Additional Non-Production Environment Concurrent User Overage	D00H8ZX
IBM Business Automation Content Services on Cloud Additional Production Environment Concurrent User per Month	D00H4ZX
IBM Business Automation Content Services on Cloud Additional Production Environment Concurrent User Overage	D00H5ZX

Charge metric

Program name	Part number or PID number	Charge metric
IBM Business Automation Content Services on Cloud	5900-A2A	<ul style="list-style-type: none"> • Concurrent User • Gigabyte • Thousand API Calls • Terabyte • VPN Connection

Charge metric descriptions

For charge metric descriptions, see the [Service Description](#) on the IBM Software License Agreement website.

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 for the acquisition of Cloud Services from IBM consist of either the IBM Cloud Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use -- General Terms for Cloud Offerings and the applicable offering Service Description.

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

Technical support

Technical support is provided for Cloud Services 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 Cloud Service, as applicable, and therefore governed by the applicable agreement as defined in Client's quote or transaction document. Technical support is included with the Cloud Service and is not available as a separate offering.

Additional technical support information for this Cloud Service offering may be found in the [IBM Support Handbook](#) or in service-specific documentation.

Terms of Use

Cloud Service offering-specific terms are available on the [Cloud Service terms](#) website.

Limited warranty

See the warranty defined in the applicable agreement governing Client's acquisition for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Usage restrictions

Yes

For any usage restrictions, see the [Service Description](#) on the IBM Software License Agreement website.

Software Subscription and Support applies

No

IBM Operational Support Services - SoftwareXcel

No

Other support

Passport Advantage

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through intrusion 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 regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

Business Partner information

If you are an IBM Business Partner acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the [IBM Passport Advantage](#) website.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Channel Value Rewards. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

IBM Global Financing

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IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government clients. Rates are based on a client's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

Financing from IBM Global Financing helps you preserve cash and credit lines, enables more technology acquisition within current budget limits, can help accelerate implementation of economically attractive new technologies, offers payment and term flexibility, and can help match project costs to projected benefits. Financing is available worldwide for credit-qualified clients.

Trademarks

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