

Overage Processing for Maximo SaaS

Overages are not automatically processed by the Cloud Delivery Services teams. IBM will review on a quarterly or monthly basis the SaaS usage, identify usage, review, and determine if there is a need for additional entitlements.

Determining Usage

Customers running Maximo v7.6 can leverage Maximo's license usage monitor. You can use the License Usage Monitor application to monitor your usage of licenses for products based on Tivoli®'s process automation engine. You can use this information to optimize the usage of licenses and determine whether your organization is using more than the purchased number of licenses.

Overage situations

1. If the Overage is consistently 10% or more for 2 of the 3 months in a quarter and usage appears to be permanent, then client will be required to increase entitlement.
2. If the Overage has peaks each month, IBM will discuss the usage pattern with the customer and determine if additional entitlements may be required
3. If the Overage exceeds in only one of the three months during a period, then no additional entitlements will be required.

Enforcement

If it is determined that customer requires additional entitlements and does not purchase adequate entitlements in 30 days, IBM reserves the right to charge the overage including any post dated overages and all future overage usage using Overage parts until customer acquires additional entitlements to cover usage.

Additional Information

IBM does not provide credits for system usage that is below agreed upon terms. If significant usage below contract terms is identified, the maximum number named or concurrent users can be re-negotiated for the next contract renewal period