

# Managing your engineering application development for you

For the IBM development tools you use, ClearObject specializes in migrating, deploying, and managing them in the cloud for you.

But we don't stop there. Enhancing our Engineering Cloud services is a never-ending mission — to continually add value for your environment and the products your business delivers.

**For more information visit: [www.clearobject.com/engineeringcloud](http://www.clearobject.com/engineeringcloud)**

## Contract options and routes of service:

ClearObject Direct Services	IBM SaaS	IBM Contract Services
<ul style="list-style-type: none"> <li>• BYOL (Bring your own licensing) for the IBM tools you want and sign directly with ClearObject for deployment and support services.</li> <li>• Your tools are deployed on the Google Cloud Platform for impressive performance, security-compliant systems, and reduced costs compared to competitors.</li> </ul> <p>As low as \$999/month. Concurrent user pricing as low as \$12.50.</p>	<ul style="list-style-type: none"> <li>• Purchase IBM SaaS as a product offering and ClearObject performs all managed services as the sole managed service provider for IBM SaaS globally.</li> <li>• Your tools are deployed on IBM Cloud, an integrated global private network with unlimited bandwidth on bare metal and virtual servers.</li> </ul> <p><a href="https://www.ibm.com/us-en/marketplace/engineering-lifecycle-management-ext">https://www.ibm.com/us-en/marketplace/engineering-lifecycle-management-ext</a></p>	<ul style="list-style-type: none"> <li>• BYOL (Bring your own licensing) for the IBM tools and contract separately for managed services through an IBM Statement of Work, and we perform those support services for them.</li> <li>• Your tools are deployed on the Google Cloud Platform for impressive performance, security-compliant systems, and reduced costs compared to competitors.</li> </ul> <p>As low as \$999/month with concurrent user pricing as low as \$12.50.</p>

Capability	SaaS-Pro	SaaS-Ent	ClearObject Direct Services
IBM Engineering Lifecycle Management (ELM)			✓
IBM Engineering Requirements Management DOORS® Next (DOORS Next)			✓
IBM Engineering Workflow Management (EWM)	✓	✓	✓
IBM Engineering Test Management (ETM)			✓
IBM Engineering Lifecycle Optimization - Engineering Insights (ENI)			✓
Track and Plan on Cloud			✓
ELM, SaaS, which includes:			✓
ELM			✓
ENI		✓	✓
IBM Engineering System Design Rhapsody® – Model Manager (RMM)			✓
Jira			✓
BitBucket			✓
Confluence			✓
Git			✓

Security Compliance	SaaS-Pro	SaaS-Ent	ClearObject Direct Services
Compute Instance Public	✓		
Date Center Options	IBM Cloud Locations	Wash DC, London, Frankfurt, Melbourne	GCP Locations Worldwide
IPSEC site-to-site VPN connection	Add-on with extra cost	✓	✓
Non-English version	By Request	By Request	✓
Scaling included in the base	✓	✓	✓
DOORS Next, ETM, configuration management and global configuration management	Add-on with extra cost	✓	✓
Creation and provisioning of hosted images	✓	✓	✓
Capacity to integrate with in-house deployed tools	Using VPN add-on, or by opening the firewall.	✓	✓
Open LDAP and dedicated directory for user authentication	✓	✓	✓
Use of customer LDAP for user authentication		✓	✓
Customer provided URLs and certificates		✓	✓
Comparing ELM SaaS Serving Offerings	SaaS-Pro	SaaS-Ent	ClearObject Direct Services
Infrastructure and hosted image support			
Data Storage	25 GB	200 GB	500 GB
24 x 7 support (severity 1 outages)	✓	✓	✓
24 x 5 support	✓	✓	✓
Service-level objective availability is 99.9%	✓	✓	✓
Service-level availability agreement of 99.9% with penalties			✓
Monitoring services and metrics for capacity planning	✓	✓	✓
Patch and upgrade installation	✓	✓	✓
Daily backup and recovery	✓	✓	✓
Patch and upgrade installation on your schedule		✓	✓
Server side customizations – e.g. that can be considered include:	✓	✓	✓
LTPA (lightweight 3 <sup>rd</sup> party authentication) time-out changed	✓	✓	✓
Custom report templates that need to be installed on the server	✓	✓	✓
Custom widgets	✓	✓	✓
<b>Note:</b> Each request is considered individually	✓	✓	✓
Secure, single-tenant instance of dedicated cloud space on the public internet	✓		
Secure, single-tenant Virtual Private Cloud instance of dedicated cloud space, connected directly to your internal network with an encrypted VPN tunnel		✓	✓
Software upgrades	7 days customer notice for major upgrades	Coordinated with the customer;	Coordinated with the customer; requires downtime over a week
New product version upgrades and fixes are part of the base service	✓	✓	✓
Product version upgrades released to SaaS within 45 days of the release	✓	✓	✓
iFixes per pre-defined schedule	✓	✓	✓
Client engagement	✓	✓	✓