



# ibml-as-a-Service

## Frequently Asked Questions

**ibml-as-a-Service (iaaS)** is a managed service offering from ibml that allows you to use the world's best intelligent document capture technology from ibml on a pay-as-you-go basis. This service allows you to customize and bundle all the hardware, software, maintenance services, implementation services and consumables needed to run your document scanning operations.

## Benefits

### Q. Is iaaS right for my business?

- A. Generally, all companies can benefit from iaaS. It is especially a good choice for businesses that want to:
- Retain flexibility and keep up to date with rapidly moving technology while avoiding obsolescence
  - Update technology periodically, but not tie up cash in depreciating assets
  - Preserve cash for other business needs
  - One-stop financing of hardware, software, and services, plus the convenience of a single quarterly payment
  - Safely dispose of old equipment with minimal impact on the environment but do not possess the core competencies to do so
  - Accounting for iaaS payments as an operating expense reduces your taxable income and thereby making them 100% tax deductible

### Q. Are there benefits to iaaS other than financial?

- A. Yes. iaaS can help expedite equipment replacement and modernization creating a positive impact across all aspects of a business. Additionally, most managed service arrangements free business owner's from worrying about technology end-of-life disposition issues, including environmental considerations, data security and destruction, and compliance with ever-changing disposition laws.

## Managed Service Agreement Terms

### Q. Do I need to submit any financial statements or other documentation along with my iaaS application?

- A. Each application will be assessed individually. ibml has flexible approval criteria; however, if financial details are required, we will work with you to obtain the necessary information.

### Q. When do my iaaS payments start?

- A. Your iaaS agreement is effective the day your products and services from ibml are delivered. You will receive an annual service fee invoice shortly after signing the managed services contract and payment is due 30 days from the date of the invoice. You may choose to make quarterly payments thereafter with auto pay setup at no extra fee. If you choose to make quarterly payments without an auto payment setup, you will be charged addition 1% surcharge on your annual fee. You can choose to make the annual payment in full and receive a 3% discount on your total payment due for the year.

### Q. What is the term length of my iaaS payments?

- A. You can choose a term length to suit your business needs. Most customers choose between 36, 48 or 60 months.

## Additional Agreement Terms

### Q. Do I need to provide insurance on my iaaS equipment?

- A. Yes, you should ensure that the ibml supplied equipment and software is declared on your company insurance policies. As a managed service, ibml is providing an ibml asset for your use. The conditions of the contract mandate that you maintain the equipment as per recommended guidelines and also cover for any losses created by unforeseen circumstances, disaster, or events beyond your control.

### Q. Can I move equipment leased under the iaaS agreement?

- A. Yes, you can move your ibml iaaS products and service from one location to another with prior notice of at least 30 days in advance with the assistance of ibml authorized service. An additional service fee will be applicable for the de-commissioning, packing and reinstallation of ibml products and services at the new location.



**Q. Can I add to my existing iaaS agreement when I need more products and services?**

- A. Yes, you can add to your iaaS agreement new products and services at any time during the contract term. Your annual service fee and quarterly payments will be recalculated to include new products and services.

**Q. What can be included in my iaaS agreement?**

- A. ibml hardware, software and services needed to install, customize, implement and maintain the products along with shipping, handling and consumables needed for the operations is included.

**Q. Do I need to pay extra for Operating System (OS) upgrades during my contract term?**

- A. ibml will always upgrade the OS to the latest version supported by ibml during the contract term at no extra cost to you. However, if you desire to upgrade to an OS version of your choice, there will be extra charges for the same.

**Q. Does iaaS affect my ibml warranties and service agreements?**

- A. All products and services purchased under the iaaS managed services agreement will be covered with ibml services needed to maintain the products and services needed for the contracted service level agreement and managed by ibml or ibml authorized experts.

**Q. What is the capital cost applicable to my iaaS agreement?**

- A. ibml helps you acquire its state-of-the-art technology by subsidizing the capital cost of iaaS compared to market prevalent rates currently and as such, you do not pay any additional fees to purchase ibml products and services under the iaaS agreement.

## Termination of Agreement

**Q. Can I cancel / terminate my iaaS agreement?**

- A. Yes, you can cancel or terminate your current agreement to upgrade or renew your current product and services to the latest technology from ibml. However, if the agreement is terminated for your convenience, 70% of the unpaid contract total value will be charged as a termination fee.

**Q. What is the "fair market value" / return value of my equipment going to be, and how is it calculated?**

- A. A fair market value or return value is not applicable to a managed services agreement since you are only purchasing the managed services offered by ibml and not the assets; the assets are owned by ibml.

**Q. Can I purchase the products at the end of the service agreement, and if yes, how much will it cost me?**

- A. As such, the assets are owned by ibml and only provided on a service basis to you. If you wish to purchase the assets after the end of your service period or during the contract term, ibml may consider your request on a case-by-case basis.

## Consumables

**Q. Are consumables included in my iaaS agreement?**

- A. Yes. Consumables are included in your managed services agreement. You will need to follow the regular recommended user maintenance guidelines provided by ibml to ensure the best performance of your ibml products.

**Q. How do I get stock of my consumables?**

- A. You may order consumables as needed in your operations and the same are billed and delivered to you on receipt of your order on a no-charge invoice.

**Q. How much of consumables are included for my operations?**

- A. Consumables needed for your operations are pre-determined by ibml experts based on disclosure of your document volume and document type and based on recommended regular user maintenance expectations. However, if usage is excessive of pre-determined levels you can top-up your prepaid consumable subscription value for continued consumable supply under the terms of the agreement.

**Q. What type of consumables do I get for my operations?**

- A. Consumables that are best suited for your operations is determined at the time of implementation and a service fee based on your actual needs are determined and added to your contract value.

**Q. Will my contract value change after determining the consumable type I need?**

- A. Yes, your contract value may be adjusted after determination of the actual type and volume of consumables needed but this change will be minimal in relation to the entire contract value.

## Miscellaneous

**Q. Can you write this agreement to be FASB 13 Compliant?**

- A. This is not a lease agreement between the ibml and you. This is a managed services agreement where you are purchasing services needed to run your document scanning operations and as such cannot be treated as FASB 13 compliant.

**Q. Is this lease an operating lease or capital lease?**

- A. iaaS is not a leasing arrangement; it is a managed services agreement between ibml and you the customer.

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