

SIMATIC Performance Insight

Product Sheet and Specific Terms



The MindSphere application SIMATIC Performance Insight provides additional transparency on your machines, across manufacturing lines or entire sites.

Production optimization can be achieved through deeper insights and analytics based on individual Key Performance Indicator (KPI) calculations and visualization for e.g. Overall Equipment Effectiveness (OEE), Quality, Performance, Availability.

Prerequisites

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| Subscription | A valid MindAccess IoT Value Plan (Small/Medium/Large) subscription is required. |
| Web browser | An HTML5 capable Internet browser is required in order to configure and display KPIs and Dashboards on your PC or mobile device. Google Chrome and a screen resolution of 1920x1080 is recommended. |

Description

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| General | Performance Insight supports KPI calculations based on your time series data and provides a flexible possibility to display the information in custom Dashboards. |
| Web-based user interface | Performance Insight offers a user interface accessible via a common web browser. Within this user interface, you can: <ul style="list-style-type: none"> • Access the Asset model for navigation as well as configuring KPI Instances and Dashboards, • Set up and manage KPI Types and the associated KPI Instances, • Set up and manage custom Dashboards for an Asset, • Analyze time series data or KPIs using the available Widget types like chart, value or Gantt. |
| KPI creation and calculation | Performance Insight offers the possibility to define KPI Types which can be used to create KPI Instances assigned to individual Assets. Users can: <ul style="list-style-type: none"> • Create, modify, or delete KPI Types, |

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| | <ul style="list-style-type: none"> • Create, modify, or delete KPI Instances by using a KPI Type and link specific Variables of an Asset to the appropriate Operands, • Get an overview of Variables or KPI Instances for an individual Asset. |
| Dashboarding | <p>Based on the flexible dashboarding of Performance Insight, Users can:</p> <ul style="list-style-type: none"> • Set up and manage one or more Dashboards per Asset, • Configure the observation period per Dashboard, • Set up and manage one or more Widgets per Dashboard, • Use the Widgets as well as their detailed view for data analysis. |
| Application permissions | <p>Performance Insight is operated in a data center in Germany and reads, processes and writes the following data:</p> <ul style="list-style-type: none"> • Time series data which includes the Variables received from an Asset within defined continuous time cycles. • Asset configuration data which describes the Asset (e.g. Asset name, location). • User data (User name (given name and surname), email address, user rights granted, user role and language). <p>The application performs the following activities which modify or amend Your Content in your MindAccess Account on your behalf:</p> <p>Read access on your time series data:</p> <ul style="list-style-type: none"> • This application reads uploaded data from your data repository to evaluate and process certain information presented in different views within this application. <p>Read access on your Asset configuration data:</p> <ul style="list-style-type: none"> • Read access on Asset configuration data is required in order to use the functionalities of this application. |

| Pricing Model | | | |
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| Fee for | Base subscription | Usage-based upgrades | |
| | SIMATIC Performance Insight | KPI Instance | User |
| | Includes up to 5 KPI Instances and 3 Users | per additional KPI Instance | per additional User |
| Price | 30 €/month ¹ | 3 €/month ¹ | 2 €/month ¹ |
| Billing cycle | Monthly in advance | Monthly in arrears | |
| ¹ If a price is displayed in a different currency on the product detail page of SIMATIC Performance Insight on http://www.mindsphere.io/store in your country of residence at the date of buying the base subscription, KPI Instance, and/or User subscription, such displayed price will be charged. | | | |
| Base subscription fee | The base subscription allows access and use of the application with up to 5 KPI Instances and 3 Users for visualizing the condition of a single Asset e.g. a machine. One KPI Instance includes up to 5 Variables used in the Widget. | | |
| Usage-based upgrade fees | <p>The KPI Instance fee is charged on a monthly basis (full month principle) for each additional KPI Instance created in the application.</p> <p>For example, if 7 KPI Instances are created, then 5 KPI Instances are included in the base subscription, and there is a monthly charge for the additional 2 KPI Instances.</p> <p>The User fee is charged on a monthly basis (full month principle) for each</p> | | |

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| | <p>additional User created in the application.</p> <p>For example, if 7 Users are created, then 3 Users are included in the base subscription, and there is a monthly charge for the additional 4 Users.</p> <p>Effective date for counting the number of KPI Instances and Users is the last day of the respective month.</p> |
| Cancellation of usage-based upgrades | <p>You may delete KPI Instances and Users in the application at any time. The deletion shall become effective at the end of the month in which the deletion was conducted.</p> |
| Payment terms | <p>The base subscription fee is charged monthly in advance, and the fees for any upgrades (e.g. KPI Instances and Users) are charged monthly in arrears.</p> |
| Subscription Term, termination | <p>Minimum Subscription Term for the base subscription is 1 month.</p> <p>Following expiration of the preceding Subscription Term, the subscription automatically renews with a Subscription Term of one month until terminated by you or us for convenience with at least 30 days advance notice. The termination shall become effective at the end of the month.</p> <p>We inform you about a termination by posting a notice on your Account or sending a message to the email address provided to us. Your termination has to be addressed to contract@mindsphere.io.</p> |
| Adaptation of fees | <p>We may change our fees or add new fees (collectively referred to as “Fee Change”) due to: (i) changes in the quality or functionalities of the Service; (ii) material changes in market conditions; (iii) general increases in wages or other employment costs; and/or (iv) changes in procurement costs due to price changes made by our suppliers, in each case to the extent that the changes affect our provision of the agreed Service. We will notify you of any Fee Change at least 60 days in advance of the effective date of the Fee Change.</p> |
| Trial | <p>“Trial” refers to an application that has been designated as a “trial” offering in the product description in the applicable Order Form. Any application delivered as a Trial is a “Free of Charge Service” as that term is defined in the MMA.</p> <p>We will notify you by email of the exact start and end date of the Subscription Term for the Trial (“Free Trial Period”).</p> <p>You may terminate the Trial at any time during the Free Trial Period by providing written notice to trial@mindsphere.io no later than 14 days prior to the end date of the Free Trial Period. We may terminate your access to the Trial at any time after receipt of your written termination notice. Termination of the Trial shall also result in termination of the respective corresponding paid subscription ordered hereunder.</p> <p>During the Free Trial Period, our standard support and service level obligations do not apply. We may however, at our sole discretion, make certain free of charge support services available to you. Upon expiration of the Free Trial Period, the Subscription Term for the respective corresponding paid subscription will begin, and you will be invoiced accordingly.</p> |

Specific Terms

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| Service Level Agreement | The Monthly Uptime Percentage for this application is 90 %. Monthly Uptime Percentage is defined in the MindSphere Supplemental Terms available on www.mindsphere.io/terms . |
| Application use rights | <p>This application can be used as part of OEM Services as described in the Specific Terms for MindAccess IoT Value Plan published on www.mindsphere.io/terms.</p> <p>Under the Account of your MindAccess IoT Value Plan, you may permit Users of Third Parties to access and use this application for the purpose of receiving a service from you.</p> |
| Data use rights | <p>“Collected Data” means any data and information processed and monitored by Performance Insight in order to fulfil its functionality. You acknowledge that Collected Data may include copies made by Performance Insight of portions of Your Content for use in accordance with this Product Sheet and Specific Terms.</p> <p>During and after the Subscription Term, Siemens and its business partners may use Collected Data for Siemens’ internal purposes (e.g. development and improvement of products and services) and to improve Performance Insight. Use of Collected Data in accordance with this Section will be at Siemens’ risk. Should Siemens divest substantially all of its assets of a business or should an Affiliate cease to be an Affiliate of Siemens AG, the purchaser of the divested business or the former Affiliate, respectively, may use the Collected Data received by such business or Affiliate before divestment, only as permitted in this Product Sheet and Specific Terms.</p> |
| Third Party Terms | <p>The application contains Third Party services, including open source software, commercial software, or software-related managed services, which are subject to additional or different terms, license rights, or require certain notices by their licensors, which we are obliged to pass on to you as your licensor and to which you agree to abide (“Third Party Terms”).</p> <p>The Third Party Terms for SIMATIC Performance Insight are made available via the following web link: https://sie.ag/MindSphere-ThirdParty_SIMATIC-PerformanceInsight.</p> |
| Changes to the Product Sheet & Specific Terms | We may update this document from time to time during a Subscription Term in order to reflect any changes agreed with or imposed by our subcontractors (including changes in open source software license terms) or when we introduce new features, supplements, enhancements or capabilities (e.g. that were not previously included with the subscription but added for no additional fee). These changes shall become binding upon release of a new version of this document on www.mindsphere.io/terms . |
| Support | <p>Remote support for this application is available.</p> <p>You have to ensure remote access to your local networks for e.g. remote-diagnoses.</p> <p>Support may be contacted via phone: +49 (0) 911 895 7222.</p> <p>Hours of operation are Monday through Friday, 8:00 am to 5:00 pm CET (Germany, Nuremberg) - excluding national and local holidays. Outside of the 8:00 am to 5:00 pm local time window, a request can also be created via</p> |

website: <https://support.industry.siemens.com>.
Support is available in English and German.

Export Control Regulations

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Security Information

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| General | In order to protect plants, systems, machines and networks against cyber threats, it is necessary that you implement and continuously maintain a holistic, state-of-the-art industrial security concept. |
| Secure communication | Data transmission will be done via HTTPS protocol from Asset to your MindAccess Account. |

Definitions

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| Dashboard | Custom view assigned to an Asset where different Widgets can be added for a quick overview of the Variables and KPIs. |
| KPI Type | Basic formula/algorithm that defines how e.g. the quality rate, performance or availability of your Assets is calculated. Serves as a template for Asset specific KPI Instances. |
| KPI Instance | Instance of a KPI Type assigned to a specific Asset. Its Operands are connected to the Asset specific time series data in your MindAccess IoT Value Plan. |
| Operand | Input parameter for a KPI Type. |
| Variable | Data point of a configured Asset. |
| Widget | Configurable, resizable Dashboard tile that displays information in a specific way, e.g. chart, value. |
| General | All other capitalized terms in this document shall have the meaning given to them in the MindSphere Agreement. |