Product Intelligence
Product Sheet
and Specific Terms

Product Intelligence is a cloud-based Software-as-a-Service (SaaS) MindSphere application that automatically discovers insights from contextualized product performance data.
Using Product Intelligence enables you to clean, unify, search and analyze contextualized big data to discover actionable intelligence.

Prerequisites	
Uploading data	Upload your data to a SFTP server (as defined by Product Intelligence standards). The SFTP server is managed by MindSphere.

Product Intelligence	
Access	No direct access to the big data backend is provided to Users. Users are authenticated by the Product Intelligence front-end web application and given access to their specific tenant during the authentication process. Product Intelligence automatically controls access to your data sets.
General	This application is available in different sizes (Small/Medium/Large). You are only authorized to use the application in accordance with the size to which you hold a valid subscription.

Product Intelligence – Size Overview

Base subscription	Small	Medium	Large
Product Intelligence Onboarding	✔	✔	✔
Module "Data Quality"	✔	✔	✔
Module "Performance Analytics & Discovery"	✔	✔	✔
Module "Advanced Data Visualization"		✔	✔
Module "Contextual Search"			✔
Data storage per year	1 TB	1 TB	1 TB
Users	1	1	1
Data sources	1	1	1
Upgrades subscription (optional)	**Upgrades** **(applicable for all base subscription sizes)**		
Product Intelligence User	1 additional User		
Expansion Pack	1 TB additional data storage per year		
	5 TB additional data storage per year		
	10 TB additional data storage per year		

Product Intelligence - Base Subscription

General	Base subscription (Small/Medium/Large) of Product Intelligence comprises: • Onboarding • 4 modules: Data Quality, Performance Analytics & Discovery, Advanced Data Visualization and Contextual Search
Product Intelligence Onboarding	Onboarding includes the initial tenant set-up and configuration, as well as onboarding one data source. The data source should not exceed 1 TB and must be in Product Intelligence-specific xml format.
Data Quality	The **Data Quality** module provides tools to identify and analyse possible causes so that corrective actions can be applied. Data Quality is the user-facing module that helps you with your data governance.
Performance Analytics & Discovery	The **Performance Analytics** module provides the capability to define, monitor, drill down and investigate Key Performance Indicator (KPIs) metrics from value chain data to spot emerging trends and product performance issues. It also includes the patented Discovery feature that allows Users to investigate problems by running millions of data combinations in seconds and displaying the findings in graphs. **Discovery** is the patented feature that automatically drills down into computations for all of the defined parameters. It not only helps to identify what behavior has occurred, but also why it happened in the first place. **Exploration** is the interactive process of calculating KPI values for various configurations of parameters. This includes the ability to drill down into a result.

	Monitoring is the automated monitoring of configured KPIs in user dashboards. It consists of several components: • Configure the item to be monitored. • View the monitored item on dashboards. • Analyze monitored items that warrant attention. **Parametric Data Analytics** allows you to view and export test and subtest results, including multiple measurements, and subtests within tests. Parametric histograms can be displayed in dashboards.
Advanced Data Visualization	**Advanced Data Visualization** integrates Tableau® to enable Users to create a variety of charts and graphs from layers of complex data set KPIs. By layering multiple KPIs together in a single display, Advanced Data Visualization enables easy comparison of multiple data sources to gauge value chain performance. Ability to bring external data sources, clean, transform, preview and join with internal data sources in Product Intelligence is provided for visualization in Tableau®. Multiple KPI comparisons allow you to identify fluctuations in value chain performance and understand the impact on the product versions.
Contextual Search	**Contextual Search** module provides the capability to perform quick, insightful searches on billions of contextualized product data records across an entire value chain to rapidly identify and resolve product issues. Multiple views of data: Event and Part. Multiple ways to search: • Explore – Keyword • Inquire – Filters • Browse/Discover – Facets • Query – Advanced Search • Combination search query Multiple ways to access search results: Chart, Grid and Event Details. Configurable search environment.

Product Intelligence-Upgrades	
General	The upgrades "Product Intelligence User" and "Expansion Pack" are available for additional fees.
Product Intelligence User	Provides access for one additional User to use Product Intelligence.
Expansion Pack	Gives you the possibility to connect to additional data sources. One Expansion Pack is necessary for each additional data source. For example, your ERP (Enterprise-Resource-Planning) system is one data source, your MES (Manufacturing Execution System) is another data source. Different sizes of Expansion Pack are available for any of the base subscription sizes (Small/Medium/Large).

Specific Terms	
Subscription Term	Subscription Term for the base subscription is 36 months. Subscription Term for any upgrade is 36 months and co-terminates with the Subscription Term for base subscription.
Onboarding your data	After you have properly uploaded data to the SFTP server, the following

	steps are performed by us for every single (individual) new data source onboarded in Product Intelligence: • 3 loading iterations of new data source • Full service ingestion to support iterations • Testing and validation report
Flowdown of subcontractor terms	You acknowledge that Siemens may use one or more subcontractors to provide this Service and that Siemens' use of those subcontractors is integral to Siemens' ability to provide this Service to you. Such subcontractors may impose additional terms on your use of this Service, and you agree to abide by such terms. In addition, should a subcontractor introduce any new or modified terms related to your use of this Service during the Subscription Term, you will use your best efforts to comply with any such new or modified terms.
Data center location	The data that you upload to the SFTP server in the geographical area designated by MindSphere will be transferred to a data center in the United States of America, where Product Intelligence contextualizes customer data.
Data type	Data uploaded to Product Intelligence must be in Product Intelligence-specific xml format. Mapping of one parent property to its child elements during loading data into Product Intelligence is limited to 500.
Data retention	Data availability in Product Intelligence for query and analysis purposes is limited to the last 3 years and requires the appropriate base subscription and possible Expansion Pack(s) during this timeframe. In the 4th year of subscription, the first year's data will be archived. This archived data is not available for active querying. Data will be archived during the Subscription Term. The retrieval time of archived data is a maximum of 72 hours and requires corresponding pre-purchased Expansion Pack(s).
Service Availability	Service Availability, expressed as a percentage, will be equal to: Uptime (in seconds) during a Month / Total Time (in seconds) during a Month. The Service Availability metric will be considered successfully met if the Service is available at least 95% of the time. If Siemens fails to meet the Service Availability metric 3 or more times in a calendar year, then, as your sole and exclusive remedy, you will have the right to terminate your subscription to Product Intelligence and receive a refund of any prepaid amounts on a prorate basis for the remainder of the Subscription Term. "**Downtime**" means all of the time in a Month during which this Service is not available for production use, except for Excluded Downtime. "**Excluded Downtime**" means all Downtime during a Month that is attributable to: (i) Scheduled Downtime within a Regular Maintenance Window; (ii) any other Scheduled Downtime where you have received at least 24 hours' notice prior to such Scheduled Downtime; or (iii) unavailability caused by factors outside of Siemens' reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised. "**Month**" means a calendar month. "**Regular Maintenance Window**" means the time period each week from 3:00am on Friday to 5:00am on Monday, US Pacific Time, during which time

Siemens may schedule Downtime for maintenance to or upgrades of this Service. Siemens reserves the right to extend or change the times of the Regular Maintenance Window.

"**Scheduled Downtime**" means Downtime for this Service that is scheduled by Siemens as set forth in this Product Sheet and Specific Terms. Siemens will use commercially reasonable efforts to notify you at least 72 hours prior to the occurrence of a Scheduled Downtime.

"**Total Time**" means all of the time during a Month, less any Excluded Downtime.

"**Uptime**" means all of the time during a Month when this Service is available for production use.

Export Control Regulations

Data Type upload restriction	Uploading export-controlled content classified under US (EAR) Commerce Control List (CCL) or EU Dual Use Item list is forbidden.
AL	N
ECCN	EAR99

Security Information

Access credentials	Authentication and authorization on User level based on user name and password.
Access control	Product Intelligence uses role-based access control (RBAC) in order to provide a secure environment where Users can access within the web application. The role-based access control provides the ability to define specific roles within the application environment and restrict access for those roles to specific functionalities and menu items.

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