

Opcenter Intelligence for MindSphere

Product Sheet and Specific Terms



Opcenter Intelligence for MindSphere is an application for manufacturing data reporting and analysis to speed up decision making on a global scale. This application extends Siemens' Opcenter portfolio by providing the capability to apply analytics and reporting techniques to operations and business data at all levels. Opcenter Intelligence for MindSphere provides insights into your equipment efficiency, root cause analysis and full transparency into your manufacturing operations enabling proactive identification of performance issues to improve operational efficiency.

Prerequisites

Subscription	A valid MindAccess IoT Value Plan (Small, Medium, Large) subscription is required.
Web browser	An HTML5 capable Internet browser is required: Google Chrome, Mozilla Firefox, Microsoft Internet Explorer are supported. Google Chrome is recommended. The recommended screen resolution is 1024x768 or higher. This application can be used by any mobile device that comes with an HTML5 capable web browser.
Internet connection	The bandwidth (upload/download and latency) of your Internet connection will determine your performance experience with the application.
Opcenter Connect Cloud Bundle	To connect the on-premise data of Siemens Opcenter and/ or third-party applications to Opcenter Intelligence for MindSphere, you need to additionally purchase the Opcenter Connect Cloud Bundle (on-premise software) and install it on your system. The Opcenter Connect Cloud Bundle is subject to separate terms and conditions.

Opcenter Intelligence for MindSphere - Description

General	Opcenter Intelligence Quick Start for MindSphere provides access to the Opcenter Intelligence for MindSphere application and its capabilities. It can be utilized by 3 different User types: Opcenter Intelligence Admin User for MindSphere ("Admin User"), Opcenter Intelligence Explorer User for MindSphere ("Explorer User") and Opcenter Intelligence Viewer User for MindSphere ("Viewer User").
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Opcenter Intelligence Quick Start for MindSphere	<p>Opcenter Intelligence QuickStart for MindSphere includes the following capabilities:</p> <ul style="list-style-type: none"> • Provides insights into your equipment efficiency, root cause analysis and near real-time transparency into your manufacturing data across multiple manufacturing lines and sites. • Connects, organizes and aggregates manufacturing data from various company data sources into cohesive and contextualized information to gain immediate and actionable insights. • Integrates data across Siemens Opcenter and third-party sources. • Collects, visualizes and analyzes equipment utilization and efficiency data. • Delivers timely access to both historical and near real-time information using interactive tools that allow you to identify trends and data relationships. • Provides you with intuitive KPI dashboards and near real-time visibility into downtime causes and manufacturing data. • Provides configurable and schedulable email notification service (e.g. for KPI deviations). Notifications sent may be blocked, delayed or prevented from being delivered by destination servers and other reasons outside of our control and there is no warranty that this service will be uninterrupted, secure or error free or that notifications will reach their intended destination during any stated timeframe.
Opcenter Intelligence Admin User for MindSphere	<p>As an Admin User you can configure Opcenter Intelligence for MindSphere including:</p> <ul style="list-style-type: none"> • Access to metadata to configure your customized solution (data sources, extension of data model, flow of data, Smart View, KPIs, Assets, time models, machine states and other). • Access to tenant management data (definition of site, assignment of user roles, and Single Sign-On with Siemens Opcenter on-premises applications). • Access dashboard authoring. • Access dashboard visualization.
Opcenter Intelligence Explorer User for MindSphere	<p>As an Explorer User you can access the data contained in the application including:</p> <ul style="list-style-type: none"> • Access to operational dashboards. • Provision of self-service business intelligence, so you can answer your own questions, collaborate, and share insights. • Connection of Opcenter Intelligence to data sources and creation or modification of datasets. • Usage of advanced capabilities including parameters or calculations so that you can develop interactive dashboards. • Sharing of specific dashboards with other Users.
Opcenter Intelligence Viewer User for MindSphere	<p>As a Viewer User you can access interactive and shared dashboards, filter data, and drill down to details and also export data as a CSV file.</p>
Upgrade subscriptions	<p>The upgrades “Opcenter Intelligence 100 GB Add-On for MindSphere”, “Opcenter Intelligence Admin User for MindSphere”, “Opcenter Intelligence Explorer User for MindSphere”, “Opcenter Intelligence Viewer User for MindSphere”, “Opcenter IN Ingestion Rate Add-on for MindSphere”, “Opcenter IN API Calls Add-On for MindSphere” are available for additional fees.</p>
Application permissions	<p>This application is operated in data centers in the Area European Union and processes the following data:</p> <ul style="list-style-type: none"> • Time series data which includes data received from an IoT enabled Asset within defined continuous time cycles. • Asset configuration data which describes the Asset (e.g. Asset name, aspect).

	<ul style="list-style-type: none"> All data received from the Opcenter Connect Cloud Bundle. <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"> 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 to use the functionalities of this application.
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Opcenter Intelligence for MindSphere - Size Overview

Base subscription	Opcenter Intelligence Quick Start for MindSphere
Analysis dashboard authoring	✓
Operational dashboard	✓
Data contextualization ¹	✓
Data Export	upon request
Pre-defined KPI's	✓
Customized KPI's	✓
Industry specific KPI's	upon request
Notifications	20/ day
Data ingestion rate ²	10 records/ sec
Data storage	200 GB
Asset performance data modification ³	up to 1 month
Admin User	1
Explorer User	2
Viewer User	5

Upgrade subscriptions (optional)

Data storage ⁴	100 GB additional data storage
Admin User	1 additional Admin User
Explorer User	1 additional Explorer User
Viewer User	1 additional Viewer User
Data ingestion rate ²	5 additional records/ sec
API calls ⁵	10 000/ month

¹⁾ You can contextualize any kind of data with Opcenter Intelligence for MindSphere. The data structure of Siemens' Opcenter is supported out-of-the-box from Opcenter Intelligence for MindSphere, while for third-party data contextualization additional services are required; ²⁾ Data ingestion rate is based on the number of Assets, the number of metrics per Asset, size per metrics, read cycle interval, sending frequency etc.; ³⁾ Changing the Asset performance data is possible up to 1 month backwards; ⁴⁾ Maximum data storage is limited up to 10 TB. In addition to the 200 GB included in Opcenter Intelligence Quick Start for MindSphere, the maximum number of upgrade subscriptions for data storage is 98. ⁵⁾ Includes 10 GB/ month of outbound data.

Authorized limits	Should the actual usage of your subscription repeatedly exceed one or more of the applicable limits above (e.g. data ingestion rate), and should you not order the appropriate increase of usage capacities for an additional fee, we reserve the right to suspend the Service. Other contractual rights and remedies remain unaffected.
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Specific Terms

Subscription Term, termination	<p>Subscription Term for the base and upgrade subscriptions is 1 month. The Subscription Term for an upgrade subscription co-terminates with the Subscription Term of the base subscription. Following expiration of the preceding Subscription Term, the subscription automatically renews with a Subscription Term of 1 month until terminated either by you or us for convenience at least 30 days in advance. 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>
Payment terms	<p>The fee for base and upgrade subscriptions is charged on a monthly basis.</p>
Adaptation of fees	<p>We may change or add new fees (collectively referred to as "Fee Change") due to and to extent required to reflect: (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>
Data center location	<p>Your Content processed by the application is stored at rest in the Area European Union.</p>
Service Level Agreement	<p>The Monthly Uptime Percentage for this application is 95%. Monthly Uptime Percentage is defined in the MindSphere Supplemental Terms available on www.mindsphere.io/terms.</p>
Third Party Terms	<p>This 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 obligated 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 Opcenter Intelligence for MindSphere are made available via the following web link: https://sie.ag/MindSphere-ThirdParty_OpcenterIntelligence-MindSphere.</p>
Changes to the Product Sheet & Specific Terms	<p>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). Changes shall become binding upon release of a new version of this document on www.mindsphere.io/terms.</p>

Opcenter Intelligence for MindSphere - Support

Online Support	<p>You are authorized to create, manage and review incident reports online. Access to the Siemens Technical Support Website (www.siemens.com/gtac), including Documentation, is available twenty-four hours per day/seven days per week ("24/7").</p>
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Telephone Support	<p>You may contact the Siemens Technical Support Center in Genoa, Italy with issues or questions from 0800-1700 hours CET during normal business hours. You shall provide the relevant information about a suspected problem or error and the circumstances under which it occurred for Siemens to recreate the problem on Siemens' systems.</p> <p>Telephone support is provided in English; other languages may be available at the sole discretion of Siemens.</p>
Prioritization of support services	<p>Siemens will use commercially reasonable efforts to provide prompt support services on a first come/first serve basis. Incident reports are automatically escalated to the appropriate resources within Siemens based on severity and complexity. You shall classify each incident report according to the following priority classes and according to the impact(s) to its business. If a priority class is not defined by you, it is by default considered to be "General".</p> <p>Priority classes:</p> <ul style="list-style-type: none"> • Critical: This priority is reserved exclusively for incidents in which your production system is down, or you intend to initially start your production system very soon and this issue will prevent the production system to start operations. Targeted Response Time for critical incidents is 4 hours. • High: This priority shall be used for situations where there is a severe functionality loss, but your production system remains operational and processing can continue. Targeted Response Time for high priority incidents is 8 hours. • Medium/General: A functionality error has occurred, but processing can still continue, or a non-business critical function is not performing properly. Targeted Response Time for medium/general priority incidents is 2 days. • Low: Request for service or information or a problem of minor impact has been identified. Targeted Response Time for low priority incidents is 5 days. <p>Final incident classification shall be at the sole discretion of Siemens.</p>

Export Control Regulations	
AL	N
ECCN	EAR99

Security Information	
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	
Asset	An Asset is the logical representation of a thing which can be a machine or an automation system with a single or multiple automation unit(s) e.g. PLC.
Targeted Response Time	Means the targeted time between the receipt of the incident report via one of the agreed communication channels (e.g. Siemens GTAC Web Support, direct phone support, etc.) and the first communication of a member of Siemens Technical Support with you by email, phone or web interaction, taking into account the availability periods for the contracted support service.

General

All other capitalized terms in this document shall have the meaning given to them in the MindSphere Agreement.