

Asset Health & Service Hub Solution

Product Sheet



MindSphere Asset Health & Service Hub Solution allows you to remotely track, detect, analyse, and repair issues in the field before they harm machines or disrupt operations. It bundles condition analysis, remote service and ticketing system capabilities required to ensure high availability of a machine fleet. This helps you to make maintenance and service decisions and activities faster based on data-driven insights using remote services.

Prerequisites

Web browser	A HTML5 capable Internet browser is required (e.g. Mozilla Firefox, Google Chrome or Microsoft Internet Explorer). The recommended screen resolution is 1024x768 or higher.
Internet connection	The bandwidth of your Internet connection will determine your experience of the performance of the Services.
Data import	Import data to your Account through use of our designated MindSphere APIs.

Description of Asset Health & Service Hub Solution

When subscribing to the Asset Health & Service Hub Solution you will be provided with the following Services. Please note that certain limits apply as per the table below.

Asset Health & Service Hub Application

General	<p>MindSphere Asset Health & Service Hub Application provides Users with a single interface with integrated key functionalities of the following Services:</p> <ul style="list-style-type: none"> • Edge Analytics for edge-based condition monitoring, analysis and data pre-processing, • Rules as part of the MindAccess IoT Value Plan and as an Upgrade, for cloud-based condition monitoring and event creation, • Remote Service providing remote access to on-site Service Assets for fast remote service and maintenance, reducing the need for performing such tasks on-site,
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	<ul style="list-style-type: none"> • A light-weight ticketing system to provide a transparent ticket lifecycle management tailored to the needs of remote service providers.
Third Party Terms	The Third Party Terms for Asset Health & Service Hub Application are made available via the following web link: https://sie.ag/MindSphere-ThirdParty_AssetHealthServiceHubSolution .
Edge Analytics	
General	Edge Analytics allows you to collect high frequency data, pre-process raw data and use an analytic edge functionality to calculate your KPIs. The terms and conditions for "Edge Analytics" set out in the MindSphere Supplemental Terms available on www.mindsphere.io/terms apply to your use of Edge Analytics, subject to the limits set out in the table below.
Remote Service	
General	Remote Service enables you to service and maintain Service Assets via native or browser-based remote login. The terms and conditions for "Remote Service" set out in the MindSphere Supplemental Terms available on www.mindsphere.io/terms apply to your use of Remote Service, subject to the limits set out in the table below.
MindAccess IoT Value Plan	
General	MindAccess IoT Value Plan provides you with an Account for your own resources on MindSphere. The terms and conditions set out in the Product Sheet for MindAccess IoT Value Plan and the Specific Terms for IoT Value Plan available on www.mindsphere.io/terms apply to your use of the MindAccess IoT Value Plan and related Services. Certain authorized limits set out in the Product Sheet for MindAccess IoT Value Plan are upgraded as per the table below.

MindSphere Asset Health & Service Hub Solution – Overview

The authorization levels shown in the table below set out the overall limits of authorizations for the respective metrics. Regarding limits of MindAccess IoT Value Plan size M please refer to the Product Sheet for MindAccess IoT Value Plan available on www.mindsphere.io/terms.

Should the actual usage repeatedly exceed one or more of the applicable limits below, 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.

	Authorization level
Asset Health & Service Hub Application	✓
Edge Analytics	40 subscription licenses to the Analytics Engine software 40 subscriptions to the application Edge Analytics 2 000 external data points (max. 50 per 1 Analytics Engine software)
Remote Service	240 Service Assets 145 GB / month of Service Data transfer 15 Service Tunnels
MindAccess IoT Value Plan	Size M
Agents Upgrade	15 additional Agents
Assets Upgrade	400 additional Asset Instances
Time Series Data Storage Upgrade	570 GB additional Time Series Data Storage

IoT File Storage Upgrade	180 GB additional IoT File Storage
Time Series Data Ingest Rate Upgrade	5 KB/s additional Time Series Data Ingest Rate
Rules Upgrade	1000 additional active concurrent Rules

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 Account.

Export Control Regulations

AL	N
ECCN	N

Definitions

General	Unless otherwise indicated, capitalized terms used in this document shall have the meaning given to them in this document or elsewhere in the MindSphere Agreement.
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