SIEMENS

Predictive Service Assistance Package
Product Sheet

The MindSphere application Predictive Service Assistance allows you to access all relevant asset, spare part, activity and analytic data of your installed base in one application.

You will assist to analyze the condition, to predict the health, to keep your drive systems running and you will be supported to manage and operate your maintenance efficiently.

By using Predictive Service Assistance, you can optimize your asset availability, reduce unscheduled downtime, and increase your maintenance efficiency.

The Predictive Service Assistance Package consists of the MindSphere application and selected MindSphere Resources which are required to access the Platform and to utilize the application.

Prerequisites	
Connectivity and configuration	This application requires the onboarding of MindConnect devices, agents or Industrial Edge devices and the configuration of Assets with the variables "ArticleNumber" and "SerialNumber" and with asset specific Aspects (see manual). Dependent on the communication agent that is been used to connect Assets. These Assets can be configured either in the Asset Manager, SIDRIVE IQ Fleet, Shopfloor Management App or in the Machine Agent Management, or other. Such devices (e.g. SIMOTICS CONNECT 400, SINAMICS CONNECT 300) or Industrial Edge devices (e.g. SIMATIC IPC227E) can be ordered via local Siemens Sales at separate terms and conditions.
Supported Assets	For supported Assets please refer to the Manual for Predictive Service Assistance available on: https://support.industry.siemens.com/cs/document/109814055/predictive-service-assistance?dti=0&lc=de-DE.
Web browser	An HTML5 capable Internet browser is required (e.g. Mozilla Firefox, Google Chrome). The recommended screen resolution is 1024x768 or higher. Mobile devices are supported through the use of HTML5 capable Internet browsers.
Data access	To access and use the application, data stored in your existing Account (e.g. Base Environment or MindSphere Capability Package Account) may be accessed by the application.

Description of Predictive Service Assistance Application

General	Predictive Service Assistance application includes a variety of modules which help you to keep your drive systems running and to maintain it efficient.

Asset Transparency Module	The Asset Transparency Module offers you a full Asset Management with transparency on assets, activities, and spare parts and provides a history of completed activities. A connected asset is not required for the functionalities:
	• Dashboard:
	  ▪ Status overview charts: Shows Asset health states and open tasks.
	  ▪ Usage transparency charts: Shows used application modules, asset.
	• Asset Transparency:
	  ▪ Asset overview hierarchy, list: Shows all plants, drive systems and Assets, gives you information about status, activities, spare parts, logbook, details and one free configurable tab for fast access.
	  ▪ Activity overview list: Shows all maintenance & support activities based on manual for supported Assets with health state, name, activity type, origin, effort, spare parts, ideal time frame for forecasting a due date.
	  ▪ Spare parts overview list: Shows all spare parts with details (article number, description, image, quantity) if available in "Spares on Web".
	• Shopping Cart:
	  ▪ Order spare parts "Industry Mall", via send service requests via E-Mail.
	• Logbook: Overview of all completed activities and done logs.
	• Configuration: Create plants, drive systems and assets, virtual Assets with included assets as well as activation of different application.

Service Management Module	The Service Management Module offers you a smart Maintenance Management to increase availability, productivity of your assets, drive systems and supports you for predictive maintenance and predictive spare parts. Main functionalities:
	• E-Mail, In App Notifications:
	  ▪ Early notifications-based on predefined or own analytics, forecasted by Trend Prediction Service.
	• Service Management:
	  ▪ Notification list: Use a backlog to get assistance to clarify, plan, hand over activities.
	  ▪ Asset Condition charts, list: Check the health of your Assets.
	  ▪ Maintenance forecast calendar: See the next upcoming activities.
	• Customization:
	  ▪ Extended maintenance and condition-monitoring data sets.
	  ▪ Extended health state analytics based on KPI and Trend Prediction Service provided by MindSphere and ideal time frame for service.
	  ▪ Edit/create/copy of own activities and spare parts with required details per Asset with attachments (links, files).

Service Operation Module	The Service Operation Module offers you an efficient Maintenance Operation for higher efficiency of your maintenance and helps you to operate and manage your Asset obsolescence. Main functionalities:
	• Service Operation:
	  ▪ Activity calendar: See activities assigned to you in a calendar.
	  ▪ Assigned activities list: See all details about planned activities, prepare you via manuals, operate and document via task checklist on site.
	• Integration:
	  ▪ API data provisioning via Time Series and File Data in MindSphere.
	  ▪ Template data sync asset types, activities, spare parts to your assets.

Asset Analysis Module	The Asset Analysis Module supports you by providing more precise asset analysis and for more insights of activities. Main functionalities are: • Artificial Intelligence: Use pretrained artificial intelligence for motors, converters, and applications based on low frequency data or for mechanical equipment based on high frequency data

Description of MindSphere Resources

The following MindSphere resources ("MindSphere Resources") are included in the Predictive Service Assistance Package Basic or its extensions.

Base Environment	The Base Environment provides you with a dedicated Account (also referred to as "Environment") on MindSphere. It enables you to login to your Account via the respective URL provided by us and is required for use of the application and MindSphere Resources.
	The Base Environment includes 1 Admin User and provides you with the following administration tools available on the MindSphere Launchpad:
	• Usage Transparency: provides information regarding your consumption of MindSphere Resources.
	• Agent Diagnostic: allows you to activate and deactivate agent logfiles and to access them.
	• Settings: allow managing Users, permissions, rights, roles, groups, Collaborations, and environment provider information. For every User, an individual login is required. Access policies are available only upon request. MindSphere sales representative or MindSphere Support to be contacted to enable use of access policies.
	• Asset Manager: use Asset Manager to onboard & offboard agents to your Account; to configure assets, asset types and aspect types; to manage the Sharing of assets under a Collaboration between Accounts using Cross-Tenancy.
	• Upgrade: can be used to order available upgrades (incl. add-ons) to already Offerings; to get an overview of requested and completed upgrades; to manage pending upgrade requests (authorized Users only).
	The Base Environment provides you with the following connectivity "Connect your Things" capabilities as well:
	• To connect assets using own PC as a gateway with MindConnect Software Agent.
	• To connect individual hardware using MindConnect API services, MindConnect MQTT Services, MindConnect OPC UA PubSub Services and MindConnect Library.
	• To use MindConnect Hardware e.g. MindConnect Nano, MindConnect IoT2040, MindConnect IoT2050.
	• Zero touch onboarding using MindConnect OPC UA PubSub Services and MindConnect MQTT Services.
	• To maintain connected devices by using MindConnect Device Management Services.
	For more information regarding Connect your Things capabilities, please refer to the Product Sheet for MindSphere Capability Packages available at https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/MindSphere-Product-Sheets.
Additional MindSphere Resources	In addition to the Base Environment, the following MindSphere Resources are included in the Predictive Service Assistance Package Basic and its extensions:
	• Asset Attributes
	• File Storage
	• Notifications Email
	• Time Series Data Ingest Rate
	• Time Series Data Storage
	For general descriptions of the MindSphere Resources listed above, please refer to the MindSphere Glossary.

Predictive Service Assistance Package Overview	
Application subscription	**Predictive Service Assistance Package Basic**
Fee	See Order[1]
Billing cycle	Full amount in advance
The application subscription allows access to the application and to the functionalities of the Asset Transparency Module. You will be able to use Virtual Assets in the application.	
Predictive Service Assistance: Module "Asset Transparency"	✔
Base Environment [2]	✔
Notifications Email	1 000
Extension (for application and MindSphere Resources)	**Predictive Service Assistance Package Pro Extension**
	Usage-based
Fee	See usage-based list[3]
Billing cycle	Monthly in arrears
This extension can only be activated within the Predictive Service Assistance application and allows you to use the functionalities of the Service Management Module, the Service Operation Module and the MindSphere Resources set out below. You will be able to onboard, to host and to use real Assets in the application.	
Predictive Service Assistance: Module "Service Management", Module "Service Operation"	✔
Asset Attributes	50
Timer Series Data Ingest	0.01 KB/s
File Storage	1.0 GB
Time Series Data Storage	1.0 GB
Extension (for application and MindSphere Resources)	**Predictive Service Assistance Package Pro AI Extension**
	Usage-based
Fee	See usage-based list[3]
Billing cycle	Monthly in arrears
This extension can only be activated within the Predictive Service Assistance application and allows you to use the functionalities of the Service Management Module, the Service Operation Module, the Asset Analysis Module and the MindSphere Resources set out below. You will be able to onboard and to host real Assets in the application.	
Predictive Service Assistance: Module "Service Management", Module "Service Operation" Module "Asset Analysis"	✔
Asset Attributes	80
Timer Series Data Ingest	0.02 KB/s
File Storage	1.5 GB
Time Series Data Storage	1.5 GB
Extension (for MindSphere Resources)	**Predictive Service Assistance Package E-mail Notification Extension**
	Subscription
Fee	See Order[1]
Billing cycle	Full amount in advance

Notifications Email	1 000 additional Email Notifications
Extension (for MindSphere Resources)	**Predictive Service Assistance Package Asset Attributes Extension**
	Subscription
Fee	See Order[1]
Asset Attributes	100 additional Asset Attributes
Extension (for MindSphere Resources)	**Predictive Service Assistance Package File Storage Extension**
	Subscription
Fee	See Order[1]
Billing cycle	Full amount in advance
File Storage	1 GB additional File Storage

[1] Subscription-based pricing is set forth in the Order; [2] You can decide if a Base Environment shall be created and provisioned to you as part of your Predictive Service Assistance Package or if the Predictive Service Assistance Package without a Base Environment shall be added to an existing Account. A Package can only be added to an existing Account if the Account and Package are hosted in the same data center location. If you decide to add various Packages to one existing Account, please note the following: The MindSphere Resources included in the various Packages will be combined under one Account; it is your responsibility to allocate the MindSphere Resources to the various Packages according to your needs, the combination of MindSphere Resources under one Account may lead to technical limitations in their accessibility and should therefore not exceed the limits set out under https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/technical-limitations.[3] Usage-based fees are set forth in the Price List for Offerings with Usage-based Fees available at https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/usage-based.

General

Subscription Term	The standard Subscription Term for the application is 12 or 36 months, and extensions (excluding usage-based) are 12 months. The Subscription Term shall automatically renew if stated in the Order. If you decides not to renew, in such case you are responsible for offboarding your relevant Assets and exporting historical data prior to the expiration date.
Co-term (renewal and termination)	The Subscription Term for extensions (excluding usage-based extensions) will be co-termed with the Subscription Term of the application and therefore can be shorter than the standard Subscription Term. If an application subscription is terminated, the associated extensions will also be terminated at the same time.
Payment terms	The fee for Predictive Service Assistance Package Basic, Predictive Service Assistance Package E-mail Notification Extension, Predictive Service Assistance Package Asset Attributes Extension, and Predictive Service Assistance Package File Storage Extension is fully charged in advance for the entire Subscription Term. The fee for usage-based extensions is charged monthly in arrears, if the cumulated fee exceeds the threshold of EUR 200 equivalent. If the cumulated fee for the usage-based extension does not exceed the threshold of EUR 200 equivalent, the fee will not be charged.
Extensions (usage-based)	Any of the extensions (usage-based) described herein may be activated or deactivated at any time during a valid Subscription Term for Predictive Service Assistance Package Basic. Upon activation and until deactivation of a usage-based extension described herein, the fee for the relevant extension is charged on a daily basis monthly in arrears. For further details about calculation of usage-based fees please refer to Usage-based Calculation Methods for MindSphere Applications available at https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/app-usage-based-calculation.

Trial	Predictive Service Assistance Package Basic is available as a "Trial" version. The Trial term and conditions are defined in the MindSphere Supplemental Terms available on www.siemens.com/sw-terms/supplements.
Service Level Agreement	The Monthly Availability for this application is at least 95 %. Monthly Availability is defined in Cloud Service Support and Service Level Frameworks available at https://www.siemens.com/sw-terms/sla.
Exclusions	The interpretation, implementation and utilization of our suggestions and recommendations are your responsibility alone. We do neither assume any responsibility, warranty, or guarantee regarding feasibility and/or applicability of suggestions and/or recommendations, nor for actions or omissions that are based on suggestions and/or recommendations.
Third-Party Terms	The Third-Party Terms are made available via the following web link: https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/Third-Party-Terms.
Support	Support for this application may be contacted via Industry Online Support (https://support.industry.siemens.com). Support is available in English and German.

Export Control Regulations

AL	N
ECCN	N

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.

Definitions

Assets	An Asset is the logical representation of a thing which for the purposes of this application can be a motor, converter, geared-motor like a SINAMICS, SIMOGEAR, SIMOTICS or a or application like a pump, fan, compressor, conveyor, storage and retrieval devices, and less more.
Virtual Assets	Virtual Assets are only available within the Predictive Service Assistance application and can be used as an Asset placeholder without real time data from MindSphere.
General	Unless otherwise indicated, capitalized terms used in this document shall have the meaning given to them in this document or elsewhere in the Agreement. You may also want to check our Glossary.

https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview