Asset Operations Analytics

Product Sheet and Specific Terms

The MindSphere application Asset Operations Analytics enables you to combine quantitative and qualitative data of your Assets in order to obtain operational insights. You can describe problems and solutions of Incidents, document important steps or resources needed to resolve issues as well as the processes to identify root causes. You get indicative recommendations during downtimes of your Assets based on the information, metainformation and time series data documented in the application. Additionally, the application enables you to notify experts to support the problem solving.

Prerequisites	
Subscription	A valid MindAccess IoT Value Plan (Small/Medium/Large) subscription is required.
Web browser	A HTML5 capable Internet browser is required: Google Chrome, Mozilla Firefox and Microsoft Edge are supported. Google Chrome and Mozilla Firefox are recommended. Mobile devices are supported as well by using HTML5 capable Internet browsers.

Description	
General	The Asset Operations Analytics application consists of the Incident overview, the Incident detail view, the Logbook, the Statistics, the Category management and the Rule management.
Incident overview	The Incident overview offers lists of open and resolved Incidents. Shown elements are a combination of Events available in the Event Management API of MindSphere and Incidents stored in Asset Operations Analytics. For every Incident the time of occurrence, status, severity, assigned categories and the Event text are shown if documented.
Incident details	In the Incident details view, you can add a description of the problem, activities and resources (materials, spare parts and tools) needed to restore the operative state and a summary of the final solution. Root cause(s) of problems can be identified and documented by using the "five whys"-method. Additionally, it is possible to label the Incident with categories and set important timestamps (e.g. reaction date, restoration date, etc.). If pictures, test protocols or other documents have been created, they can be added to the Incident.

	The Incident detail also offers the possibility to search for similar Incidents and get nonbinding recommended solutions based on the know-how stored in the application.
Logbook	If an Incident is documented in Asset Operations Analytics for the first time, a logbook entry is created. The Logbook gives an overview of all documented Incidents. Every entry may include information about the date of occurrence, the assigned technician, the Asset affected, the description of the Incident, the problem and the solution. Details of a documented Incident (activities, resources needed to solve the issue, etc.) can be opened by a single click. To reduce the entries, you can filter by Asset, category, severity and status.
Statistics	Statistics processes different information, like categories used, Assets involved, etc. into different diagrams and key performance indicators (KPIs). The distribution across week, daytime and between categories is presented as a histogram. A bubble chart shows the correlation between Assets or Asset types and categories. The following KPIs are calculated and shown: • Mean Time To Reaction • Mean Time To Restoration • Mean Time Between Failures The status of the selected Assets is illustrated in separate charts for each Asset with documented Incidents.
Category management	In Category management, categories can be created, edited or deleted. The categories created can be assigned to Incidents. A category has a name and a color. Additional rules of the Fleet Manager can be assigned, which allow the automatic assignment of categories to Incidents.
Rule management	The Rule management lists all rules configured for the tenant. Additionally, it shows the number of defined rules as well as the remaining rules in the MindAccess IoT Value Plan.
Application permissions	Asset Operations Analytics application is operated in data centers in Germany and processes the following data: • Asset information to display Assets with names in configured hierarchies, • Events which are extended when additional information is provided, • Time series data to extract additional information like the triggering value, • Files to be able to upload and download additional information like configurations, test results, etc., • Users to be able to offer a list of available experts, • Usage metrics to provide an overview of the number of rules available. The application performs the following activities which modifies or amends Your Content in your Account on your behalf: • Create and update Events in the Platform, • Send notifications to assigned Users.

Pricing Model

Fee for	Base subscription	Asset
Price	0 €/month	20 € per each Asset/month[1]
Billing cycle	n/a	Monthly in arrears
Base subscription	The base subscription grants the access to the application. You can see the list of open and closed Events for all activated Assets. There is no free Asset included in the base subscription.	

Usage-based fee for Assets	The usage-based fee for Assets is charged on a monthly basis (full month principle) for each Asset that is activated in the application.
Deactivation/cancellation of an Asset	You may cancel an Asset set to state "Active" by deactivating the Asset from the application at any time. The cancellation shall become effective at the end of the month in which the deactivation was conducted. Example calculation: Assets A and B were activated in January and remain active in February and March, but Asset C was activated and deactivated in February. For February you have to pay three times the Asset fee (i.e. for Assets A, B and C). For March you have to pay two times the Asset fee (i.e. for Asset A and B).
Payment terms	The usage-based fee for Assets is charged monthly in arrears.
Subscription Term	The initial Subscription Term for the base subscription of this application is 12 months. Following expiration of the preceding Subscription Term, the subscription automatically renews with a Subscription Term of 12 months at the then-current terms made available under www.mindsphere.io/terms, unless either Party notifies the other Party at least 60 days prior to the then-current expiration date that it has elected not to renew.
Adaptation of fees	The fees during any renewed Subscription Term will be the same as during the immediately prior Subscription Term, unless we notify you of a Fee Change at least 90 days prior to the end of the then-current Subscription Term, in which case the communicated Fee Change will be effective upon subscription renewal. During a running Subscription Term, we may change or add new fees (collectively referred to as "Fee Change") due to and to the 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.

[1] If a price is displayed in a different currency on the product detail page of Asset Operations Analytics on www.mindsphere.io/store in your country of residence at the date of purchasing any of the above mentioned items, such price will be charged.

Specific Terms	
Service Level Agreement	The Monthly Uptime Percentage for this application is at least 99 %. Monthly Uptime Percentage is defined in the MindSphere Supplemental Terms available on www.mindsphere.io/terms.
Application use rights	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. 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.
Data use rights	During and after the Subscription Term, Siemens and its business partners may use Collected Data to improve this application. On an aggregated basis with other data and in a form that does not identify you and your users, Siemens shall own and be free to make Collected Data publicly available to you and others (e.g. for information and industry trends, benchmarking data). Use of Collected Data in accordance with this Section will be at Siemens' risk. "Collected Data" means the following data collected by this application: metainformation of documented Incidents (dates, status, Incident type, number

	of Assets, number of Asset types). You acknowledge that Collected Data may include copies made by the application from certain parts of Your Content for use in accordance with this Product Sheet and Specific Terms.
Third Party Terms	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"). The Third Party Terms for this application are made available via the following web link: https://sie.ag/MindSphere-ThirdParty_AssetOperationsAnalytics.
Changes to the Product Sheet and 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). Changes shall become binding upon release of a new version of this document on http://mindsphere.io/terms.
Support	Support 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

Asset	An Asset is the logical representation of a thing which can be a machine, hierarchical construct like a production line or every other element in the value creation process.
Asset type	Asset type describes the type of an Asset (e.g. a generic motor) including one or several attributes. An Asset type is a template that describes the attributes of a homogenous group of physical or logical Assets, which is used for Asset modeling. Asset type is a grouping of Assets with common characteristics that distinguish those Assets as a group or class.
Event	An Event documents the occurrence of a defined situation (e.g. exceed temperature threshold or starting a motor).
Incidents	Incidents emerge out of Events when a User documents description of the problem and/or the solution, additional timestamps, categories, activities, used resources or the process to identify the root cause.

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

www.mindsphere.io/terms