

# Predictive Service Assistance Package

## Product Sheet and Specific Terms



The MindSphere application Predictive Service Assistance helps you to maintain efficiency of your SINAMICS and SIMOTICS drive systems such as pumps, fans and compressors and keep your drive systems running.

The Service Transparency Module of Predictive Service Assistance application offers you full transparency on spare parts and maintenance service information. The Service Analytics and Operations Module of Predictive Service Assistance application offers you improved availability with predictive analytics-based trigger.

The Predictive Service Assistance Package consists of the MindSphere application Predictive Service Assistance 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 and the configuration of Assets with the variables "ArticleNumber" and "SerialNumber" in the Asset Manager. Such MindConnect devices (e.g. SIMOTICS CONNECT 400) 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: <a href="https://support.industry.siemens.com/cs/sc/5429/predictive-services-for-drive-systems?lc=en-WW">https://support.industry.siemens.com/cs/sc/5429/predictive-services-for-drive-systems?lc=en-WW</a> .
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.

Description of Predictive Service Assistance Application	
General	Predictive Service Assistance application helps you to maintain efficiency of your SINAMICS and SIMOTICS drive systems and consists of 2 Modules: <ul style="list-style-type: none"> <li>The Service Transparency Module offers you full transparency on spare parts and maintenance service information and provides a history of completed activities for all supported Assets. Additionally, you receive a time-based trigger for maintenance and an easy ordering functionality to perform maintenance and keep your drive systems running.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Service Analytics and Operations Module offers you improved availability with predictive analytics-based trigger and the possibility for creating own maintenance and spare parts. Additionally, a digital assistance and several interfaces will help you with a lean maintenance process to plan, handle and document all of your activities.</li> </ul>
Digital Service Handbook	<p>The Service Transparency Module provides the following maintenance service information:</p> <ul style="list-style-type: none"> <li>• Asset overview (list per Asset): Lists all Assets, incl. icon, state, name, location, plant, drive system, health status, operating hours.</li> <li>• Maintenance overview (list per Asset, consolidated list, calendar): Lists the recommended maintenance for supported Assets with name, category, due date, maintenance health status and the required maintenance triggered by time interval. For supported Assets please refer to the Manual for Predictive Service Assistance.</li> <li>• Spare parts overview (list per Asset, consolidated list): Lists the installed spare parts of Siemens Assets, with article number, description, image and quantity if available in "Spares on Web". Link to "Spares on Web": <a href="https://www.sow.siemens.com/">https://www.sow.siemens.com/</a>.</li> <li>• Details (list, window): Shows additional information for <ul style="list-style-type: none"> <li>– spare parts coming from "Spares on Web" (e.g. net weight, material number, ECCN, etc),</li> <li>– maintenance activities (e.g. category, trigger, etc.),</li> <li>– Asset (e.g. Asset details, Asset state, Asset configuration, Asset links, ...).</li> </ul> </li> <li>• Dashboards (pie charts, cards, timeline): Shows most important information of Asset, maintenance and spare parts overview as summary and helps for easy navigation in lists and calendar and in-app notifications for triggered activities.</li> </ul>
Fleet Management	<p>The Service Analytics and Operations Module additionally offers you:</p> <ul style="list-style-type: none"> <li>• Notified Asset overview (list per Asset) to <ul style="list-style-type: none"> <li>– show health status time based (time &amp; operating hours) &amp; health status KPI based,</li> <li>– map health status with maintenance and assigned spare parts,</li> <li>– get e-mail or in-app notification based on predictive trigger rules,</li> <li>– filter notified Assets.</li> </ul> </li> <li>• Notified maintenance overview (list per Asset, consolidated list, calendar) to <ul style="list-style-type: none"> <li>– show notified maintenance,</li> <li>– show details for notified maintenance (e.g. trigger, ...),</li> <li>– handover to shopping cart.</li> </ul> </li> <li>• Notified spare parts overview (list per Asset, consolidated list) to <ul style="list-style-type: none"> <li>– show notified spare parts,</li> <li>– show details for notified spare parts,</li> <li>– handover to shopping cart.</li> </ul> </li> <li>• Planning view (ideal time frame, calendar, details) to <ul style="list-style-type: none"> <li>– help planning maintenance via planning assistance,</li> <li>– handover to shopping cart.</li> </ul> </li> </ul>
Maintenance Operation	<p>The Service Analytics and Operations Module additionally helps you with:</p> <ul style="list-style-type: none"> <li>• Planned Asset overview (list) to <ul style="list-style-type: none"> <li>– show health status time based (time &amp; operating hours) &amp; health status KPI based,</li> <li>– get e-mail or in-app notification based on maintenance planning,</li> <li>– filter planned Assets.</li> </ul> </li> <li>• Planned maintenance overview (list, calendar) to <ul style="list-style-type: none"> <li>– show planned maintenance,</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>– show details for planned maintenance (e.g. trigger, ...).</li> <li>• Planned spare parts overview (list) to <ul style="list-style-type: none"> <li>– show planned spare parts,</li> <li>– show details for planned spare parts.</li> </ul> </li> <li>• Handlings view helps via checklist to handle maintenance on site to <ul style="list-style-type: none"> <li>– add new tasks, assign spare parts, documentation, checkbox, comments,</li> <li>– attach Service Report as pdf to activity, link to SINAMICS and SIMOTICS Manual.</li> </ul> </li> </ul>
Shopping Cart	<p>The Service Transparency Module allows you to:</p> <ul style="list-style-type: none"> <li>• Add spare parts to shopping cart, change their quantity and order spare parts via "Industry Mall": <a href="https://mallstage.industry.siemens.com/">https://mallstage.industry.siemens.com/</a>.</li> <li>• Add maintenance activities to shopping cart and request service via e-mail to Siemens Global Service Platform.</li> </ul> <p>Service Analytics and Operations Module additionally allows you to:</p> <ul style="list-style-type: none"> <li>• Export shopping cart as CSV, copy-to-clipboard and e-mail.</li> </ul>
Analytics	<p>The Service Transparency Module supports you with health state analytics &amp; forecast function:</p> <ul style="list-style-type: none"> <li>• Health state time based for event notification (Preventive Maintenance),</li> <li>• Forecast function for event notification (1, 3, 6 months before due date) (Forecasting Preventive Maintenance),</li> <li>• Maintenance data based on SINAMICS and SIMOTICS Manual.</li> </ul> <p>Service Analytics and Operations Module supports you with health state analytics &amp; Trend Prediction Service:</p> <ul style="list-style-type: none"> <li>• Health state KPI based for event notification (Condition Monitoring / Corrective Maintenance),</li> <li>• Trend Prediction Service provided by MindSphere for event notification with ideal time frame/ estimated due date for maintenance (Predictive Maintenance),</li> <li>• Maintenance data based on SINAMICS and SIMOTICS Manual and own data sets.</li> </ul>
Logbook	<p>Service Transparency Module shows you a history of:</p> <ul style="list-style-type: none"> <li>• All completed activities (list): (e.g. Asset, activity name, category, done by, completed on date).</li> </ul> <p>Service Analytics and Operations Module additionally allows you to:</p> <ul style="list-style-type: none"> <li>• Export Logbook as CSV, download attached Service Report.</li> </ul>
Configuration	<p>The Service Transparency Module and the Service Analytics and Operations Module can be selected or deselected for different Assets for usage within the application. Configuration allows you to:</p> <ul style="list-style-type: none"> <li>• Configure Asset details,</li> <li>• Add/delete/configure plants and drive systems,</li> <li>• Assign Assets to the plant or drive systems.</li> </ul> <p>The Service Analytics and Operations Module additionally allows you to:</p> <ul style="list-style-type: none"> <li>• Edit/create/select/copy of new maintenance activities and tasks with health state and notification (in-app/ e-mail User specific),</li> <li>• Assign required spare parts to tasks and creation of own spare parts.</li> </ul>
Application User Roles	<p>The application supports the following User Roles with different permissions for views and functionalities: Maintenance Manager, Field Service, Procurement.</p>
Application permissions	<p>This application is operated in data centers in Germany and processes the following data:</p> <ul style="list-style-type: none"> <li>• Asset configuration data which describes the Asset (e.g. Asset name, article number, serial number, tenant ID).</li> </ul>

	<p>The application performs the following activities which modify or amend Your Content in your Account on your behalf:</p> <ul style="list-style-type: none"> <li>• Read access on your Asset configuration data:</li> <li>• Read access an Asset configuration data (Asset name, article number, serial number) is required in order to use the functionalities of this application.</li> </ul>
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## Description of MindSphere Resources

<p>Depending on your subscription (please see Predictive Service Assistant Package Overview below), the following MindSphere resources ("MindSphere Resources") are included in the Predictive Service Assistance Package or its upgrade.</p>	
Base Tenant	<p>The Base Tenant provides you with a dedicated Account (also referred to as "Tenant") on MindSphere. It enables you to login to your Account via the respective unique URL provided by us and is required for use of the application and MindSphere Resources.</p> <p>Base Tenant includes 1 Admin User and provides you with the following administration tools available on the MindSphere Launchpad:</p> <ul style="list-style-type: none"> <li>• Usage Transparency: provides information regarding your consumption of MindSphere Resources.</li> <li>• Settings: allows managing Users, permissions, rights, roles, groups, collaborations, subtenants<sup>1</sup> and tenant provider information. For every User, an individual login is required. Users are also permitted to access and utilize the user management for the purpose of receiving a service from you. However, a user that receives a service from you shall not be granted with administration rights, except for administration rights that are offered by the user management of a subtenant<sup>1</sup>.</li> <li>• Asset Manager: Use the Asset Manager to onboard &amp; offboard agents to your Account; configure assets, asset types and aspect types; manage the sharing of Assets under a collaboration between accounts using Cross-Tenancy. The user that is entitled to administrate the Asset Manager may permit users of a subtenant<sup>1</sup> who receive a service from you to directly access the Asset Manager in relation to the respective subtenant<sup>1</sup>.</li> <li>• Upgrade: use Upgrade to order available upgrades to your subscribed and additionally available MindSphere Resources (e.g. increase Users or agents); get an overview of your requested and completed upgrades; manage pending upgrade requests (authorized users only).</li> </ul>
Notifications	<p>The number of notifications added to the Package determines how many notifications you can trigger in total each month. Sending emails or other types of messages leverages MindSphere's Notification Service. The terms and conditions set out in the MindSphere Supplemental Terms for Notification Service available on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a> also apply to your use of notifications.</p>

<sup>1</sup>) Please note that subtenants are not part of the Predictive Service Assistance Package and are currently not supported by the application. Subtenants can be ordered separately for additional fees and can be used for OEM Services as described in the Specific Terms for MindAccess IoT Value Plan available on [www.mindsphere.io/terms](http://www.mindsphere.io/terms). If you provide your customers with OEM Services, the Specific Terms for MindAccess IoT Value Plan available on [www.mindsphere.io/terms](http://www.mindsphere.io/terms) shall apply accordingly as if you had subscribed to a MindAccess IoT Value Plan.

## Predictive Service Assistance Package Overview

Base subscription	Predictive Service Assistance Package Service Transparency
Fee	0 € / month <sup>2</sup>
The base subscription allows access to the application and to the functionalities of the Service Transparency Module.	

In order to ensure proper operation of the application, the subscription to additional MindSphere Resources such as asset type, asset instance and notifications via Upgrade tool is required.	
Predictive Service Assistance application: Module "Service Transparency"	✓
Base Tenant <sup>1</sup>	✓
<b>Application upgrade (optional)</b>	<b>Predictive Service Assistance Package Service Analytics and Operations Upgrade</b>
Fee	5 € per Asset / month <sup>2</sup>
This upgrade can only be activated within the Predictive Service Assistance application and allows you to use the functionalities of the Service Analytics and Operations Module. In order to ensure proper operation of the application, the purchase of additional MindSphere Resources such as agent, time series data ingest rate, time series data storage and notifications via Upgrade tool or a valid subscription to SIDRIVE IQ Fleet Package Asset is required. In order to subscribe to SIDRIVE IQ Fleet Package Asset you must have a valid base subscription for the SIDRIVE IQ Fleet Package Basic.	
Predictive Service Assistance application: Module "Service Analytics and Operations"	✓
Notifications	2
<sup>1</sup> You can decide if a Base Tenant 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 Tenant shall be added to an existing Account (Base Tenant or MindAccess IoT Value Plan 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. <sup>2</sup> If a price is displayed in a different currency on the <a href="#">product detail page of Predictive Service Assistance Package</a> on <a href="http://www.mindsphere.io/store">www.mindsphere.io/store</a> in your country of residence at the date of enablement of the Asset or in the Order Form, such price will be charged.	

Specific Terms	
Subscription Term, termination	The initial Subscription Term for Predictive Service Assistance Package Service Transparency 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 <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a> , 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. In such case you are responsible for offboarding your relevant Assets and exporting historical data prior to the expiration date.
Activation and deactivation of Predictive Service Assistance Package Service Analytics and Operations Upgrade	During the Subscription Term of the base subscription you may activate or deactivate the Predictive Service Assistance Package Service Analytics and Operations Upgrade for a selected Asset at any time. The deactivation can be done by deselecting the Service Analytics & Operations functionalities from the selected Asset or by deselecting the Asset from the application. The deactivation shall become effective at the end of the month in which the deselection was conducted.
Payment terms	The fee for Predictive Service Assistance Package Service Analytics and Operations Upgrade is charged monthly in arrears for each additional Asset with selected Service Analytics & Operations functionalities. Starting with the month in which the Asset is selected in the application, this fee will be charged on a monthly base for the full moth (full month principle) for each selected Asset.

Data center location	Your Content processed by the MindSphere Resources is stored at rest in Germany as set out in the MindSphere Supplemental Terms available on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a> .
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.
Service Level Agreement	The Monthly Uptime Percentage for this application is at least 90 %. Monthly Uptime Percentage is defined in the MindSphere Supplemental Terms available on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a> .
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.
Data use rights	<p>"Collected Data" means any information, code or data collected by this application and may include copies of certain parts of Your Content made by the application for use in accordance with these Specific Terms.</p> <p>During and after the Subscription Term, Siemens and its business partners may use Collected Data for Siemens' internal purposes (e.g. development or improvement of products or services). 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.</p>
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 are made available via the following web link: <a href="https://sie.ag/MindSphere-ThirdParty_PredictiveServiceAssistance">https://sie.ag/MindSphere-ThirdParty_PredictiveServiceAssistance</a> .
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 MindSphere Resources, 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 <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a> .

Support	Support for this application may be contacted via Industry Online Support ( <a href="https://support.industry.siemens.com">https://support.industry.siemens.com</a> ). Support is available in English and German.
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## 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.
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## Definitions

Assets	An Asset is the logical representation of a thing which for the purposes of this application can be a motor or converter like a SINAMICS, SIMOTICS.
MindSphere Launchpad	After the login into your account, the Launchpad appears. Similar to a desktop on any common operating system (OS), the MindSphere Launchpad facilitates starting various assigned applications. If you provide services to your customers, you must replace the Siemens service and support information provided in the MindSphere Launchpad with your companies' service and support information.
General	Unless otherwise indicated, 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.