

Asset Operations Analytics (Insights Hub)

Product Sheet



Asset Operations Analytics (Insights Hub) is a workflow management system designed for employees responsible for maintenance tasks. As a simple maintenance tool, Asset Operations Analytics organizes the collaboration of your specialists to run maintenance operations efficiently. Incidents can be entered manually or triggered by existing monitoring or AI solutions. 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. Additionally, the application enables you to notify experts to support the problem solving.

Prerequisites

Subscription	A valid Insights Hub Capability Package (Basic/Standard/Premium) 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.
Data access	To access and use the application, data stored in your existing Account (e.g. Base Environment or Insights Hub Capability Package Account) may be accessed by the application.

Description

General	The Asset Operations Analytics (Insights Hub) 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 a list of open and resolved Incidents. Shown elements are a combination of Events available in the Event Management API of Insights Hub 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 (Insights Hub) 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	<p>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:</p> <ul style="list-style-type: none"> • Mean Time To Reaction • Mean Time To Restoration • Mean Time Between Failures <p>The status of the selected Assets is illustrated in separate charts for each Asset with documented Incidents.</p>
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 Operations Insight (Monitor) 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 Account.

Pricing Model				
Fee for	Application subscription	Extensions (for Assets)		
		Usage-based		
	1 activated Asset	(5 - 15 activated Assets) 5% Discount / Asset	(15 - 50 activated Assets) 10% Discount / Asset	(more than 50 activated Assets) 15% Discount / Asset
Price	20 € See Order ¹	19 € per each Asset/month ²	18 € per each Asset/month ²	17 € per each Asset/month ²
Billing cycle	Full amount in advance	Monthly in arrears		
Application subscription	The application subscription allows access and use of the application with up to x Assets. You can see the list of open and closed Events for all activated Assets.			
Extensions (usage-based)	<p>Additional usage-based fees will be applied (monthly in arrears) for each additionally activated Asset exceeding the number of activated Assets included in the application subscription. You may cancel an Asset set to state "Active" by deactivating the Asset from the application at any time.</p> <p>For further details about calculation of usage-based fees please refer to Usage-based Calculation Methods for Insights Hub Applications available at https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/app-usage-based-calculation.</p>			

Payment terms	The fee application subscription is fully charged in advance for the entire Subscription Term unless otherwise expressly provided in an Order. The usage-based fee for Assets is charged monthly in arrears.
Subscription Term	The standard Subscription Term for the application is 12 or 36 months. The Subscription Term shall automatically renew if stated in the Order.
Co-term (renewal and termination)	The Subscription Term for this application will be co-termed with the Subscription Term of your existing Insights Hub Capability Package, and therefore can be shorter than the standard Subscription Term. If an application subscription is terminated, the associated extensions will be terminated at the same time.
<p>¹⁾ Subscription-based pricing is set forth in the Order; ²⁾ 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.</p>	

General

Service Level Agreement	The Monthly Availability for this application is 99 %. Monthly Availability is defined in the Cloud Services Support and Service Level Framework available at https://www.siemens.com/sw-terms/sla .
Application use rights	This application can be used as part of OEM Services as described in the MindSphere Supplemental Terms available on www.siemens.com/sw-terms/supplements .
Third-Party Terms	The Third- Party Terms for this application are made available via the following web link: https://siemens.mindsphere.io/en/docs/Product-Descriptions-Overview/Third-Party-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.
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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 otherwise indicated, capitalized terms used in this document shall have the meaning given to them in this Product Sheet or elsewhere in the Agreement. You may also want to check our Glossary .