

Description of services

1. Definitions

“netFIELD OS”

netFIELD OS is a YOCTO project based Linux Operating system released and licensed by Hilscher.

„netFIELD Edge“

netFIELD Edge is a common term used for all intelligent computing platforms hosting/running netFIELD OS or subcomponents of it and operate between an enterprise core system (IT network) such as netFIELD Cloud and an operating technology network (OT network).

The computing platforms can either run netFIELD OS natively or in the version “netFIELD Extension” just as an underlying extension of an existing operating system (Ubuntu, Debian) or in case of “netFIELD Datacenter” as virtual appliance (VM).

„netFIELD Cloud“

The netFIELD Platform as backend (API access via api.netfield.io), netFIELD Portal (UI access via www.netfield.io) and sensorEDGE Portal (UI access via www.sensorede.io) as frontends running as Software as a Service (SaaS) in the cloud.

„netFIELD Application“

Hilscher Application Container (short netFIELD App) which can be deployed from the netFIELD Cloud directly or if told otherwise from any other location to netFIELD Edge computing platforms.

2. netFIELD Cloud Services

Hilscher Gesellschaft für Systemautomation mbH is the owner of the distribution and/or exploitation rights with regard to the netFIELD cloud services described below. Access to and use of the cloud services by the customer is governed by the features described in this Annex. The netFIELD Cloud is a platform for the Industrial Internet of Things for connecting and managing edge devices and providing a bidirectional secure communication channel between netFIELD edge devices or virtual appliances and the netFIELD Cloud. In terms of management netFIELD Cloud enables customers to deploy and maintain Docker application container or the update of the operating system (netFIELD OS) of the edge devices or virtual appliances. The secure remote access from netFIELD Cloud to any service provided by the edge devices or virtual appliances is a management feature as well. The netFIELD Cloud is hosted on the Microsoft Azure Cloud and uses several services of this platform. The open APIs provided by netFIELD Cloud are to be used within the usage parameters described in this appendix. The contractual partner is free to develop its own Docker application containers for deployment from the netFIELD Cloud to netFIELD Edge devices or virtual appliances or to use such containers from third parties. In these cases, the contractual partner is responsible for compliance with the copyright claims of third parties.

Depending on the set permissions, a remote PC can access a netFIELD Edge device or a virtual appliance via the secure remote access service of the netFIELD Cloud. On the one hand, remote access to devices, services or IP networks can significantly reduce maintenance costs, on the other hand, the service or its configuration may violate applicable IT security policies. The contractual partner is responsible for the operation of the service in accordance with the individually applicable policy in the target environment.

3. netFIELD Cloud Deployment Plans & Feature Map

The netFIELD Cloud Plans figures out the contractual basic setup of each deployment model. Since devices and data cannot be migrated between the plans, it is strongly recommended to choose the netFIELD Cloud Plan under the consideration of the future business approach. Deployment plans can be enhanced by optional bookings listed under netFIELD Cloud Plan Options and Subscriptions.

Produkt Feature	netFIELD Essential Plan	netFIELD Business Plan	netFIELD Enterprise Plan	sensorEDGE
Regular netFIELD Cloud updates (Managed netFIELD Cloud)	Yes, after an announcement in advance	Yes, after an announcement in advance	Yes, in coordination with the customer	Yes, unannounced
Regular netFIELD OS updates (Managed netFIELD OS)	Yes, after an announcement in advance	Yes, after an announcement in advance	Yes, in coordination with the customer	Yes, announced on sensoredge.io device wise
Remote access to netFIELD Edge devices and virtual appliances	Yes	Yes	Yes	No
Customer defined netFIELD Platform FQDN	Not applicable	Not applicable	Yes	Not applicable
netFIELD Fleet Management	Not applicable	Yes	Yes	No
Pre-Evaluation access to upcoming netFIELD Cloud Releases	Not applicable	Yes	Yes	No
netFIELD Cloud User Accounts included	5	100	1000	1 account per Email address
netFIELD Cloud Suborganisations included	-	4000	40:000	Not applicable
netFIELD Cloud Tenants included	-	-	5	Not applicable
netFIELD Cloud API Keys included	5	100	40:000	1 per account
Traffic between netFIELD Edge device / Datacenter and netFIELD Cloud included	Monitoring and health data from netFIELD App Edge Monitoring	Monitoring and health data from netFIELD App Edge Monitoring	Monitoring and health data from netFIELD App Edge Monitoring	Yes
Inclusive netFIELD App Containers	netFIELD App Mosquitto, netFIELD App Platform Connector and netFIELD App Edge Monitoring	netFIELD App Mosquitto, netFIELD App Platform Connector and netFIELD App Edge Monitoring	netFIELD App Mosquitto, netFIELD App Platform Connector and netFIELD App Edge Monitoring	netFIELD App Mosquitto, netFIELD App IO-Link Configurator, netFIELD App OPC-UA IO-Link adapter, netFIELD App Platform Connector
Access to Development SDKs and Tools	Yes	Yes	Yes	Yes
Service Availability	~99% p.a.	~99% p.a.	~99% p.a.	~99% p.a.
Accounting period	Not applicable	Monthly	Monthly	Per device: first 12 month free, then each 12 month

4. netFIELD Cloud Characteristics

Depending on the netFIELD Cloud deployment plan the contractor shall use his netFIELD Cloud access respecting the parameters listed below. netFIELD Cloud deployment plans can be enhanced by ordering plan options up to the limitations listed below.

Produkt Feature	netFIELD Essential Plan	netFIELD Business Plan	netFIELD Enterprise Plan	sensorEDGE
Number of Users	5	100	1000	1
Number of Tenants	0	0	99	Not applicable
Number of (Sub-)Organi- zations	0	4000	40:000	Not applicable
Number of API Keys	5	5000	40:000	1, web-socket access only
API requests during 15 minutes	9000	9000	36:000	Not applicable
API requests per month	1.000.000	1.000.000	5.000.000	Not applicable
Total number of device to cloud messages per day and device	86.400	86.400	86.400	86.400
Device to Cloud max. mes- sages size.	1 MB	1 MB	1 MB	1 MB
Total number of cloud to device messages / direct method calls per day and device	144.000	144.000	576.000	144.000
Total number of cloud to device messages per de- vice per minute	100	100	400	100
Total number of referenced application container	500.000	500.000	500.000	Not applicable
Total number of netFIELD Edge and Datacenter devices	500	15000	1:000:000	500

5. netFIELD Cloud Plan Options and Subscriptions

netFIELD Cloud Plan Options are a feature extension of a netFIELD Cloud Plan and are due at a fixed price on a monthly basis along with netFIELD Cloud Plan billing. netFIELD Cloud Subscriptions are based on usage and are billed at the end of the billing month along with the netFIELD Cloud Plan and booked options.

Option/ Subscription	Type	Payment	Applicable for netFIELD Essential	Applicable for netFIELD Business	Applicable for netFIELD Enterprise	sensorEDGE
Feature						
netFIELD Edge Device subscription fee	Subscription	Devices / Month	Yes	Yes	Yes	Not applicable
netFIELD Datacenter subscription fee	Subscription	Devices / Month	Yes	Yes	Yes	Not applicable
Additional Tenant Package	Option	Monthly	-	-	Yes	Not applicable
Telemetry Data Storage Plan	Option	Monthly	Yes	Yes	Yes	Not applicable
API Key Package	Option	Monthly	-	Yes	-	Not applicable
Edge device / virtual appliance to netFIELD Cloud stream traffic (on top of the health data)	Subscription	Monthly	Yes	Yes	Yes	Not applicable
netFIELD Applications	Subscription	Deployment / Month	Yes	Yes	Yes	Not applicable
netFIELD Platform API Access Traffic	Subscription	Requests / Month	-	Yes	Yes	Not applicable
Docker Registry Plan	Option	Month	Yes	Yes	Yes	Not applicable
Docker Registry Plan exceeded	Subscription	MB / Month	Yes	Yes	Yes	Not applicable