

Hilscher Gesellschaft für Systemautomation mbH

**netFIELD**

**Service description**

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## A. Terms and abbreviations

### **Hilscher**

Abbreviation for Company „Hilscher Gesellschaft für Systemautomation mbH“

### **Client**

Contractual partner of Hilscher who subscribed to netFIELD Cloud services and agreed to the netFIELD terms and conditions.

### **Container**

A unit of software packaging code and its dependencies in a mobile image to get it portable and executable in a whole on container technology supporting computing environments.

### **netFIELD OS**

Is the category under which Hilscher offers operating system solutions to get devices or platforms remotely manageable over netFIELD.

### **netFIELD Edge**

Comprises physical or virtual appliances of computing platforms supporting remote management capability across netFIELD.

### **netFIELD Cloud**

Outlines the netFIELD Internet-hosted remote management services and provisionings.

### **netFIELD Platform**

Is the Internet-hosted backend of netFIELD Cloud. It provides an open API all the netFIELD Cloud functions can be called and used across.

### **netFIELD Portal**

Is the Internet-hosted web frontend of netFIELD Cloud. It makes use of the netFIELD Platform's API and turns all provided functions into a graphical user interface.

### **netFIELD Application**

This is the product category Hilscher's containerized software is grouped and provided under.

### **sensorEDGE**

A special netFIELD Edge device with a product-specific netFIELD Cloud subscription model.

## **B. Disclaimer**

Hilscher cannot guarantee the accuracy or completeness of the information stated in this document.

## **C. netFIELD Cloud general description**

Hilscher is the owner of the distribution and/or exploitation rights of the netFIELD Cloud and its services described hereunder. Access to and use of the provided services by the client are governed by the features and parameters described in the following chapters of this document.

The netFIELD Cloud is a platform for the Industrial Internet of Things for connecting and managing devices of the category netFIELD Edge and providing a bidirectional secure communication channel between the netFIELD Edge and netFIELD Cloud.

In terms of management, netFIELD Cloud also enables the client to deploy and maintain containers to/on netFIELD Edge or update and maintain solutions provided under the category netFIELD OS.

The client is free to deploy and maintain any containers he wants across netFIELD Cloud. This comprises such he developed by himself or those provided by third parties. For all containers not handled under the category netFIELD Application, the client gets automatically responsible for the containers' contents and their compliance with third parties copyright claims.

In terms of management, secure remote access from netFIELD Cloud to any service provided by netFIELD Edge is a management feature as well. Depending on the enabled permissions, a remote computer system can access the netFIELD Edge via this secure channel as provided by netFIELD Cloud. This remote access to netFIELD Edge either directly, or indirectly forwarded to subordinate devices, services, or whole IP networks may violate applicable IT security policies. The client gets automatically responsible for enabling and usage of this remote access service following the individually applicable policy of the target environment netFIELD Edge is operated.

The netFIELD Cloud is hosted on the Microsoft Azure Cloud and makes use of several services of this platform. The open APIs provided by netFIELD Cloud, and its integrated web user interface are to be used by the client within the limitations and usage parameters described in the following chapters of this document.

## D. netFIELD Cloud subscription feature list

The netFIELD Cloud environment is provided to clients on a subscription basis. The subscriptions with the following feature sets are available:

<b>Subscription</b> <b>Feature</b>	<b>netFIELD Cloud Trial</b>	<b>netFIELD Cloud Essential</b>	<b>netFIELD Cloud Business</b>	<b>netFIELD Cloud Enterprise</b>	<b>sensorEDGE Cloud</b>
netFIELD Edge device and container management	Yes	Yes	Yes	Yes	Not applicable
Included data traffic between netFIELD Platform and netFIELD Edge	Device/Container management, health, status, Edge monitoring	Device/Container management, health, status, Edge monitoring	Device/Container management, health, status, Edge monitoring	Device/Container management, health, status, Edge monitoring	Device/IO-Link management sensors' health and status monitoring
Information about regular netFIELD Cloud updates	Yes	Yes	Yes	Yes	Yes
Rollouts of netFIELD OS updates	Yes	Yes	Yes	Yes	Yes
Customer-definable Cloud FQDN	Not applicable	Not applicable	Not applicable	Yes	Not applicable
Executing netFIELD edge device fleet management	Not applicable	Not applicable	Yes	Yes	No
Pre-Evaluation of upcoming netFIELD Cloud releases	Not applicable	Not applicable	Yes	Yes	No
Maximum number of user accounts	1	5	100	1000	1
Maximum number of manageable (sub-) organizations	0	0	4.000	40.000	Not applicable
Maximum number of manageable Tenants (optional)	0	0	0	5 (99)	Not applicable

Maximum number of usable API keys	1	5	100	40.000	1
Maximum number of referenced application containers	10	500.000	500.000	500.000	Not applicable
Maximum number of managed netFIELD Edge devices	10	500	15.000	1.000.000	Not applicable
Included containers	netFIELD App... ... MQTT Broker ... Edge Monitor ... Platform Connector	netFIELD App... ... MQTT Broker ... Edge Monitor ... Platform Connector	netFIELD App... ... MQTT Broker ... Edge Monitor ... Platform Connector	netFIELD App... ... MQTT Broker ... Edge Monitor ... Platform Connector	netFIELD App... ... MQTT Broker ... IO-Link configurator ... IO-Link adapter ... Platform Connector
netFIELD Platform API inclusive data volume	First 1GByte / month	First 1GByte / month	First 10GByte / month	First 100GByte / month	Not applicable
netFIELD Platform User data Hub inclusive data volume	First 1GByte / month	First 1GByte / month	First 10GByte / month	First 100GByte / month	Not applicable
netFIELD Platform remote control/ access inclusive data volume	1GByte per netFIELD Edge device	1GByte per netFIELD Edge device	1GByte per netFIELD Edge device	1GByte per netFIELD Edge device	Not applicable
Access to Development SDKs and Tools	Yes	Yes	Yes	Yes	Yes
netFIELD Cloud service availability	~99% p.a.	~99% p.a.	~99% p.a.	~99% p.a.	~99% p.a.
netFIELD Cloud minimum term	Non, sleeping after 6 weeks	1 year	3 years	3 years	1 year

netFIELD Cloud automatic renewal period	Non	1 year	1 year	1 year	1 year
netFIELD Cloud termination	after 6 weeks, if not upgraded	3 months before the renewal date	3 months before the renewal date	3 months before the renewal date	3 months before the renewal date