

# Product Sheet and Specific Terms for the Membership in SIMATIC PCS myExpert

## **SIMATIC PCS myExpert – digital expert for your Process Control System**

SIMATIC PCS myExpert is a cloud-based tool for the management of inventory, health, and service information of PCS 7 and PCS neo plants. It supports service and maintenance staff with up-to-date information on the status of hardware and software components of their process control system (PCS). Fleet management support enables the management and comparison of several plants of an organizational unit.

The subscription to the SIMATIC PCS myExpert provides you with access to various Cloud Services at a yearly subscription fee, except for Cloud Service Inventory, which is provided free of charge. Currently, the subscription includes the following Cloud Services:

- **Inventory (free of charge)**
- **Lifecycle (6 months free of charge)**
- **Service (6 months free of charge)**
- **Health (optional)**

The subscription is always assigned to individual persons and shall be on a named-Authorized User basis.

The Subscription Term is 12 months and starts with the planned or requested delivery date as set out in the Offering.

Authorized Users assigned to multiple subscriptions of SIMATIC PCS myExpert can utilize fleet management functionalities.

## Prerequisites

Terms and Conditions	<p>This Product Sheet, SIMATIC PCS myExpert Product Specific Supplemental Terms and the Standard Terms and Conditions listed therein, see: <a href="https://dcs.apps.siemens.cloud/#/terms">https://dcs.apps.siemens.cloud/#/terms</a></p>
Requirements	<p>For PCS 7: To use the SIMATIC PCS myExpert base package you need a SIMATIC PCS 7 installation with V8.1 or later and a compatible SIMATIC Management Console (SMMC) version. For the additional Health module, you need a SIMATIC PCS 7 installation with V8.2 or later.</p> <p>For PCS neo: The Cloud Services Lifecycle and Service are included in the PCS neo Software Maintenance contract "Dynamics" starting from PCS neo v3.1. Instead of the SMMC, the SIMATIC PCS neo Administration Console (AC) will be used.</p>
Data Transmission	<p>For simplicity and data protection concerns the SIMATIC PCS myExpert is based on manual upload of data by your maintenance personnel of each PCS plant. This gives full control over the transmitted data and the date of data transmission. SMMC (for PCS 7) provides two files (Network &amp; Plant view), AC (for PCS neo) provides one file that can be uploaded independent of each other:</p> <ul style="list-style-type: none"> <li>• Inventory Data is exported as Microsoft Excel / JSON file It contains information on server and client systems (hardware and installed software), automation systems and decentralized periphery. Currently the import of one file for Plant View and one file for Network View per plant is supported.</li> </ul> <p>In addition, for optional Cloud Service Health:</p> <ul style="list-style-type: none"> <li>• Health Data can be sent in JSON format to a dedicated URL. The User decides which data he sends to myExpert. It usually contains performance data and system logs. Process-related data is not processed by myExpert.</li> </ul> <p>Usually, the maintenance personnel retrieve these files from the plant and uploads them on a separate machine to SIMATIC PCS myExpert. Prerequisite for an upload is the successful authentication and appropriate permissions of the user.</p> <p>For the optional Cloud Service Health, the upload should be automated. You must integrate it into your state-of-the-art industrial IT security concept.</p>
Web browser	<p>An HTML5 capable internet browser is required. SIMATIC PCS myExpert is optimized and tested for Google Chrome. The recommended screen resolutions are 1536x864, or 1920x1080.</p>

## Description

**SIMATIC PCS myExpert Basic**  
Cloud Portal, including Inventory  
Functionality

For PCS 7, the Cloud Service "SIMATIC PCS myExpert Basic" delivers the following features for 12 months:

- **Inventory:** Visualize inventory information of software and hardware

Up to ten (10) named Authorized Users per System-ID can be registered for the usages of the Cloud Service "SIMATIC PCS myExpert". The plant administrator can add and remove users.

New customers will receive free access to SIMTIC PCS myExpert Advanced for the first six months.

**SIMATIC PCS myExpert Advanced**  
Cloud Portal, including Lifecycle and Service  
Functionality

For PCS 7, the Cloud Service "SIMATIC PCS myExpert Advanced" is the element which delivers the following features for 12 months:

- **Lifecycle:** Analyses and visualizes lifecycle information of software and hardware and informs you about available updates, existing security vulnerabilities and obsolescence.
- **Service:** Enables improved support services like plant-specific service requests and provides an overview of open support requests.

Advanced requires SIMATIC PCS myExpert Basic.

For PCS neo, the Cloud Services Lifecycle and Service (SIMATIC PCS myExpert Advanced) are included in the PCS neo Software Maintenance contract "Dynamics".

**Health**  
Optional for PCS 7, requires SIMATIC PCS  
myExpert Advanced

With the optional Cloud Service Health, you can add the following features:

- **Health:** Analyses and visualizes the health characteristics of automation, operation and network components based on metrics (e.g. CPU load, communication load, etc.), key performance indicators and system alarms.

Health requires SIMATIC PCS myExpert Advanced per one System-ID and requires you to send data to a dedicated URL. Required Hardware and configuration services are not part of Health. Additional paid integration service is available on request.

## Size Overview & Pricing Model

<b>SIMATIC PCS myExpert Basic</b> 12-month access to Cloud Portal, including Inventory Functionality for PCS 7 systems with System-IDs	free of charge for up to 10 PCS 7 with System-IDs per customer		
	Small	Medium	Large
<b>SIMATIC PCS myExpert Advanced</b> 12-month access to Cloud Portal, including Lifecycle and Service functionality for one PCS 7 system with System-ID	6BG0000-0AA00-1GA0 up to 1.500 OS RT PO's	6BG0000-0AA00-1GA1 up to 7.000 OS RT PO's	6BG0000-0AA00-1GA2 exceeding 7.000 OS RT PO's
<b>Health, up to 12-month access</b> Optional, requires SIMATIC PCS myExpert Advanced, licensed for one PCS 7 system with System-ID	6BG0000-0AA00-1GB0 up to 1.500 OS RT PO's	6BG0000-0AA00-1GB1 up to 7.000 OS RT PO's	6BG0000-0AA00-1GB2 exceeding 7.000 OS RT PO's
<b>Operator Station Runtime Process Objects (OS RT PO's)</b>	Total amount of used OS RT PO's in your PCS 7 project / multi-project		
<b>Definition of PCS 7 system with System-ID</b>	A PCS 7 system with System-ID is one SIMATIC PCS 7 project registered at myRegistration portal (myregistration.siemens.com). The system assignment cannot be changed more than once throughout the subscription period.		
<b>For PCS neo</b>	For PCS neo, SIMATIC PCS myExpert Advanced is included in the PCS neo Software Maintenance contract "Dynamics". The optional module Health for PCS neo will be made available at a later point in time.		

## Service Terms

Communication	All communication relating to the application will be in German or English. At least one Authorized User who can be contacted by us in relation to contractual issues or matters of content for the entire term of the contract must be nominated. Any changes to Authorized Users must be reported to us.
Service Availability	<p>Service Availability, expressed as a percentage, will be equal to: Uptime (in seconds) during a Month / Total Time (in seconds) during a Month. The Cloud Service Availability metric will be considered met successfully if the Cloud Services is available at least 95% of the time. If we fail to meet the Cloud Service Availability metric three or more times in a calendar year, then, as your sole and exclusive remedy, you will have the right to terminate your subscription to Cloud Services and receive a refund of any prepaid amounts on a pro-rata basis for the remainder of the Subscription Term.</p> <p>"Downtime" means all the time in a Month during which this Cloud Service is not available for production use, except for Excluded Downtime.</p> <p>"Excluded Downtime" means all Downtime during a Month that is attributable to: (i) any Scheduled Downtime where you have received at least 24 hours' notice prior to such Scheduled Downtime; or (ii) unavailability caused by factors outside of Siemens' reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised</p> <p>"Month" means a calendar month.</p>

	<p>“Scheduled Downtime” means Downtime for this Cloud Service that is scheduled by us as set forth in this Product Sheet. We will use commercially reasonable efforts to notify you at least 72 hours prior to the occurrence of a Scheduled Downtime.</p> <p>“Total Time” means all the time during a Month, less any Excluded Downtime.</p> <p>“Uptime” means all the time during a Month when this Service is available for production use.</p>
Support Services	<p>Beginning with the planned or requested delivery date as set out in the Offering, you may contact our Technical Support organization as primary point of contact for support in relation to the Cloud Services of “SIMATIC PCS myExpert”.</p> <p>All support inquiries must be made through: <a href="mailto:myexpert.industry@siemens.com">myexpert.industry@siemens.com</a></p> <p>Support is provided by e-mail during usual local working hours in Germany unless explicitly stated otherwise that support will be provided in the form of remote access or phone. Usual local working hours in Germany are Monday through Friday, 8am to 5pm, excluding national and local holidays.</p>

Export Control Regulations	
AL	N
ECCN	N

Security Information	
General	<p>We provide products and solutions with industrial security functions that support the secure operation of plants, systems, machines, and networks.</p> <p>To protect plants, systems, machines and networks against cyber threats, it is necessary to implement – and continuously maintain – a holistic, state-of-the-art industrial security concept. Our products and solutions constitute one element of such a concept.</p> <p>You are responsible for preventing unauthorized access to their plants, systems, machines, and networks. Such systems, machines and components should only be connected to an enterprise network or the internet if and to the extent such a connection is necessary and only when appropriate security measures (e.g. firewalls and/or network segmentation) are in place.</p> <p>For additional information on industrial security measures that may be implemented, please visit <a href="https://www.siemens.com/industrialsecurity">https://www.siemens.com/industrialsecurity</a></p> <p>Our products and solutions undergo continuous development to make them more secure. We strongly recommend that product updates are applied as soon as they are available and that the latest product versions are used. Use of product versions that are no longer supported, and failure to apply the latest updates may increase your exposure to cyber threats.</p> <p>To stay informed about product updates, subscribe to the Siemens Industrial Security RSS Feed under <a href="https://www.siemens.com/industrialsecurity">https://www.siemens.com/industrialsecurity</a>.</p>
Security Characteristics	<ul style="list-style-type: none"> <li>• Authentication: Access to the SIMATIC PCS myExpert requires an account.</li> <li>• Transport Encryption: Data transmission between the client and the portal is protected by TLS v1.3.</li> <li>• Server-side authentication: SIMATIC PCS myExpert identifies itself by a certificate issued from a well-known certificate authority.</li> <li>• Multi-tenancy: Plants and fleets are distributed across multiple tenants to isolate data between different companies.</li> </ul>
Siemens' Security Obligation	<p>We maintain a formal security program. Providers of our cloud infrastructure are required to implement and maintain a security program that is aligned inter alia, with ISO 27001 or a successor standard (if any) that is substantially equivalent to ISO 27001 and that is designed to provide at least the same level of protection as evidenced by the certification of the providers under ISO 27001. The Platform employs (i) management processes designed to protect service delivery from malware and (ii) is operated under a security governance model aligned with ISO 27001. The security of the Platform is reviewed annually. This Section contains Siemens' entire obligation regarding the security of Your Content, the Platform, and the Services.</p>

## Definitions

SIMATIC PCS myExpert Product Specific Supplemental Terms	Means the document "SIMATIC PCS myExpert Product Specific Supplemental Terms", see: <a href="https://dcs.apps.siemens.cloud/#/terms">https://dcs.apps.siemens.cloud/#/terms</a> .
Product Sheet	Means this document "Product Sheet and Specific Terms for Membership in SIMATIC PCS myExpert". It is also the Supplemental Term according to SIMATIC PCS myExpert Product Specific Supplemental Terms.