

Hilscher Gesellschaft für Systemautomation mbH

netFIELD Cloud

Service description

Version 1.5, valid from February 2025

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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 software 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 through netFIELD Cloud to edge devices. 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 is 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:

Table 1: netFIELD Cloud subscription types

Subscription Feature	netFIELD Cloud Free	netFIELD Cloud Starter	netFIELD Cloud Essential	netFIELD Cloud Business	netFIELD Cloud Enterprise
Device and container management	Yes	Yes	Yes	Yes	Yes
Remote access	Yes	Yes	Yes	Yes	Yes
Rollouts of netFIELD OS updates	Yes	Yes	Yes	Yes	Yes
netFIELD edge device fleet management	Yes	Yes	Yes	Yes	Yes
Custom subdomain	No	No	No	Yes	Yes
Single Sign-On integration	No	No	No	Yes	Yes
Ready for Zero-Touch onboarding	No	No	No	Yes	Yes
Pre-Evaluation of upcoming netFIELD Cloud releases	No	No	No	Yes	Yes
Regular netFIELD Cloud updates	Yes	Yes	Yes	Yes	Yes
Maximum number of managed netFIELD Edge devices	2	20	150	unlimited	unlimited
Maximum number of user accounts	2	5	10	unlimited	unlimited
Maximum number of (sub-) organizations	2	0	0	unlimited	unlimited
Maximum number of Tenants (optional)	N/A	N/A	N/A	1	5 (99)
Maximum number of API keys	5	5	5	100	40.000

	netFIELD App...	netFIELD App...	netFIELD App...	netFIELD App...	netFIELD App...
Included containers	... MQTT Broker ... Edge Monitor ... Platform Connector	... MQTT Broker ... Edge Monitor ... Platform Connector	... MQTT Broker ... Edge Monitor ... Platform Connector	... MQTT Broker ... Edge Monitor ... Platform Connector	... MQTT Broker ... Edge Monitor ... Platform Connector
Platform API inclusive data volume	First 1 GByte / month	First 1 GByte / month	First 5 GByte / month	First 50 GByte / month	First 100 GByte / month
IoT data hub inclusive data volume	First 1 GByte / month	First 1 GByte / month	First 5 GByte / month	First 50 GByte / month	First 100 GByte / month
Remote control/ access inclusive data volume	First 1 GByte / month	First 1 GByte / month	First 5 GByte / month	First 50 GByte / month	First 100 GByte / month
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	N/A	6 months	1 year	3 years	3 years
netFIELD Cloud automatic renewal period	None	6 months	1 year	1 year	1 year
netFIELD Cloud termination notice period	N/A	1 month before the renewal date	1 month before the renewal date	3 months before the renewal date	3 months before the renewal date

E. Contract duration, termination and billing

The netFIELD Cloud subscription starts at the beginning of the month after signing up for the service, unless agreed differently between Hilscher and the Client.

The netFIELD Cloud subscription runs at least for the minimum service term, as specified in Table 1 above.

If the Client does not terminate the service subscription within the defined notice period (see Table 1), the service subscription gets automatically prolonged for a renewal period (as defined in Table 1).

Hilscher will invoice the service fees at a quarterly billing interval, unless agreed otherwise.

F. Data transfer volumes

The usage of the netFIELD Cloud services by clients generates data transfer to and from the netFIELD Platform. In each netFIELD Cloud subscription, there is an included free data volume, which is already covered by the regular subscription fee. The size of the monthly free data volume is listed in Table 1 above.

If in any month the Client causes a data transfer volume, which exceeds the included free volume, Hilscher will charge an extra fee for the excess data transfer volume.