



# Viewpoint.ai

## Viewpoint Sales Order Form

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## Table of contents

<b>1</b>	<b>SUMMARY .....</b>	<b>3</b>
<b>2</b>	<b>LICENSE SCOPE DEFINITIONS .....</b>	<b>3</b>
<b>3</b>	<b>SUPPORT PROGRAMS.....</b>	<b>5</b>
<b>4</b>	<b>SOFTWARE PRICING.....</b>	<b>6</b>
<b>5</b>	<b>GENERAL COMMENTS .....</b>	<b>6</b>
<b>6</b>	<b>VALIDITY OF PROPOSAL.....</b>	<b>6</b>
	<b>APPENDIX A - TYPICAL USE CASES AND SUCCESS CRITERIA.....</b>	<b>7</b>



## 1 Summary

This document describes the delivery Viewport software and associated licenses. These Viewport licenses enable “right of use” for Viewport Software within the stated boundaries and time-period (Subscription) listed on the sales order. These Viewport software and associated licenses are hereafter called the Software.

Business benefits using the Software to combat industrial brain drain, challenges for license to operate and the ever-increasing safety demands:

1. **Improved productivity**
  - a. Having information directly accessible to maintenance, process & safety engineers in an intuitive environment that requires minimal training translates into direct savings, based on 21 min per engineer per day;
  - b. Demonstrable control over data quality in a continuous improvement cycle;
2. **Increased safety** by providing a true 360°-degree view to increase situational awareness;
3. **Assure compliance** with data quality reports and demonstrable audit readiness.

## 2 License Scope definitions

Usage of the Software is subject to agreement of the Radial SG EULA (End-User License Agreement) Terms apply, see: [EULA Terms](#).

### 2.1 Servers

The Software may be made available as a Software as a Service (SaaS) solution, ready for use or the Software may be on site, either installed and maintained by a Radial SG Partner or by Radial SG itself. If so, a separate proposal and quotation will be made available for these services.

#### 2.1.1 Viewport Server

A Viewport Server provides the viewport features and functions via the Software either from a (set of) server(s) managed by [Customer] or a solution hosted and managed by Radial SG. The initial Viewport server Includes 1 Power User, 4 Standard Users, 5 Light Users, 1 Token and 1 File Connector. A Viewport server may be expanded with content up to 1000 tokens. An additional server must added if 1000 tokens are exceeded on the Viewport Server.

#### 2.1.2 Redundant or Acceptance server

Redundant or Acceptance server. This a full functional copy the Viewport Server with the same amount of Tokens, Users and Connectors as the Viewport Server. Redundant or Acceptance



server are following the architecture of the Viewport Server, meaning it will be delivered as SaaS if Viewport Server is delivered as SaaS.

### 2.1.3 Test Server

This is a limited use Viewport server for testing purposes only. The Test Server may not be used for production requirements. The Test Server is also limited to 1 power user, 2 standard users, 2 light users, 1 token and 1 File Connector.

Test server is following the architecture of the Viewport Server, meaning it will be delivered as SaaS if Viewport Server is delivered as SaaS.

## 2.2 Users

### 2.2.1 Light User

Light User is able to only view documents and data items that have explicitly been added to workfolders via the Viewport portal.

### 2.2.2 Standard User

*Standard User*: is able to view all documents and data items via the normal Viewport interface, mark-up documents, and view preconfigured reports. Optionally, if assigned the "Content Reviewer" role, can see hidden sites and documents for review prior to general release.

### 2.2.3 Power User

*Power User*: can be assigned one or more of the following roles

- *QC*: perform quality control tasks, such as adding or removing references;
- *Labeler Editor*: configure the rule engine;
- *Pattern Editor*: configure the manual patterns;
- *Content Administrator*: configure reports, hide/delete content, configure landing pages;
- *System Administrator*: see usage statistics, processing status, etc.

### 2.2.4 Default included users

A standard Viewport server has included 1 Power User, 4 Standard Users, 5 Light Users, therefore these users are discounted as a line item.

## 2.3 Tokens

The license content is defined in tokens. Tokens are calculated as follows in documents and Tags. A Document is defined as single electronic form or drawing enclosed in a logical file. A Tag is defined as number, code or other reference used by Viewport to link information. A single Token is valued at 1500 Documents or 1000 Tag's.

Starting from 10 tokens a volume discount is calculated and applied.



## 2.4 Connectivity

A Viewport Server may be extended with connectivity to source systems via Viewport Connectors. There are 2 types of Viewport Connectors:

### 2.4.1 Viewport Real-Time Connector:

Real-Time Connectors connect to an information source providing meta-data for the Viewport Tag's only. E.g. Measurement data or Workorders. No documents are read or made available in Viewport through Real-Time Connectors. There is a 1 to 1 relationship between source system and Viewport Real-Time Connector, so 2 connectors are needed if connected to 2 different Real-Time source systems/servers. E.g. 1 for a PI Server Connection and 1 for a Maximo Connection.

### 2.4.2 File Connectors

File Connectors read, analyze and make documents available from source systems to the Viewport Server(s). Common source systems are; File Shares, Cloud Drives, SharePoint or Document Management Systems (DMS). There is a 1 to 1 relationship between source system and Viewport File Connector, so 4 connectors are needed if connected to 2 different Real-Time source systems/servers. E.g. File Share, DMS and 2 SharePoint instances.

## 3 Support programs

Radial SG offer the following maintenance and support program levels. Please refer to the Sales order sheet for the selected support level. For detail of Radial SG support conditions see our [Maintenance Program Terms](#).

	Standard	Gold	Platinum
Software updates and security patches <sup>1</sup>	✓	✓	✓
Software upgrades <sup>1</sup>	✓	✓	✓
Initial problem investigations	✓	✓	✓
SaaS uptime commitment	Best effort	96%	99%
How-to queries		✓	✓
Remote application support		✓	✓
Remote support on custom components			✓
Automatic availability of new features <sup>2</sup>			✓
Strategic roadmap alignment			✓
Yearly data analytics / validation workshop <sup>3</sup>			✓
Yearly Training <sup>3</sup>			✓



<sup>1</sup> Allows usage of newer software updates and upgrades, but excludes installation services

<sup>2</sup> Only available in SaaS offering

<sup>3</sup> Travel & lodging costs not included

## 4 Software Pricing

Viewpoint software and license subscription (the Software) BoM and pricing, see sales order sheet. Payment 12 months upfront on delivery of the Software. Services not included in this proposal.

## 5 General Comments

1. Software subscription period is 12 months. Customer will have a 60-day notice period before the end of the subscription period in order to terminate the subscription, after which the subscription will automatically be extended for another 12 months.  
Subscription license fee will be invoiced upfront at start of the subscription period.
2. Software license keys will be created and distributed upon receipt of a signed purchase order.
3. All prices are in EUR. Rates are fully inclusive of salary, Dutch social securities, bonuses, contributions, overheads, insurance costs, etc., but exclusive of VAT and other local taxes.
4. Payment terms is net 30 days after invoice date.

## 6 Validity of Proposal

This proposal expires 30 days after the issue date



## Appendix A - Typical Use Cases and Success Criteria

This appendix describes six typical use cases for Viewport, as well as possible success criteria that can be measured/demonstrated:

- A. **Productivity - Smart P&IDs:** demonstrate how Viewport can make P&IDs interactive, including scanned files and PDF files:
  - Automatic hotspot capabilities (shape and pattern recognition);
  - Work with partial, non-normalized and legacy tag numbers;
  - Provide available data about tag numbers or document numbers in a popup;
  - Leverage line numbers and/or "off-page references" (boxes or arrows leading to linked P&IDs) to navigate between P&IDs;
  - Automatically color code existing and missing tag numbers inside P&IDs;
- B. **Safety - Work preparation:** demonstrate how Viewport can provide value in maintenance work preparation processes:
  - Data duplication (uploading files into the CMMS from a network share or downloaded from a DMS) is no longer necessary when using Viewport's workfolders to create work packages;
  - Prepared work packages stay up-to-date, incorporating updated versions as they become available;
  - Viewport's cross-referencing significantly reduces the time needed to locate relevant documentation;
  - Provide markup capabilities inside files in the workfolder with the possibility to download and print marked up files;
- C. **Compliance - Data quality:** demonstrate how Viewport can be used to assess completeness and consistency of technical data:
  - Highlight existing and missing tag numbers and documents;
  - Report on number of large files, invalid files, empty files and percentage of scanned (OCR'd) files;
  - Report on data quality metrics, such as percentage of tag numbers that is mentioned on P&IDs but not available in the maintenance system;
- D. **Productivity - Data migration / data cleansing:** demonstrate how Viewport can extract and enhance metadata:
  - "Labeler" rule engine can be used to enhance and combine data, for instance by automatically assigning, rewriting, appending or removing metadata based on multiple data sources or data from within the file itself;
  - Automatically group files to identify duplicate data across data sources, enabling you to pick a master version;
  - Export capabilities can provide input for data migration;
  - Built-in OCR makes scanned documents searchable (also in source systems);
  - Capability to work with multiple document number or tag number formats;



- Report on number of large files, invalid files, empty files and percentage of scanned (OCR'd) files;
- E. **Productivity - Integrated 360° view:** demonstrate how Viewport provides a web-enabled view of existing source data, eliminating silos:
- Handle created, updated and deleted files, always showing the latest version;
  - Support for 140+ different file formats viewed in an interactive view with automatic hotspots;
  - Viewer(s) that work on mobile devices such as tablets and smartphones;
  - Retain the same viewing URL, even after a file has been deleted and added again (no more broken links to content);
  - Real-time values in P&IDs to increase situational awareness;
- F. **Productivity - Information hub:** demonstrate how Viewport connects to multiple repository connections:
- Connect to multiple data sources;
  - Optional: use embedded views to list referenced documents and view documents inside another application (such as CMMS or DMS);
  - Optional: use Viewport API to retrieve referenced documents and view documents inside another application (such as CMMS or DMS);
  - Use custom reporting capabilities via Viewport API to provide data to another application (such as barrier management or dashboards).