



Viewport.ai

Viewport Sales Order Form explanation

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1 Summary

This document describes the Viewport software (hereafter Software) licenses and the boundaries and allowed use of the various licenses. Any implementation services are explicitly not in the scope of this document.

2 Quotations and Invoicing

This document is part of any submitted quotation and corresponding End User License Agreement (EULA). In case of conflicts with information in the quotation, the quotation prevails.

Quotations are valid until the expiration date stated on the quotation.

In case of subscription-based licenses, the license period shall start (a) on acceptance of the quotation, either by replying to the quotation by mail or e-mail or by accepting the proposal using a confirmation link (if provided), or (b) the license period stated in the quotation, in which case the period in the quotation prevails. Software license keys that are required for Software operation will be created and distributed on subscription start, or upon purchase.

A subscription-based license has as many quotations as it has associated invoices. For example, a 3-year subscription that is invoiced at the start of every year will have 3 quotations that you must accept.

3 License Scope

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

For subscription-based licenses, the time period is stated in the "unit of measurement" (UoM) column in the quotation, for example user licenses for a 3-year license period will have UoM "Users / 3 years".

3.1 SaaS or On-Premise Installation

The Software shall either be made available as a turn-key "Software as a Service" (SaaS) solution in the cloud, or the software shall be installed on-premises at Customer site. For on-premises installation, a separate quotation is required for installation services.



3.1.1 Viewport Server License

A Viewport Server License allows you to use the standard Viewport features and functions. The Software can run on a (number of) server(s) managed by the customer, a Viewport Partner or Radial SG.

Unless specified otherwise in the quotation, the Viewport Server License includes additional user licenses (that in case of a subscription-based Viewport Server License, share the same license period):

- 1 Power User License
- 4 Standard User Licenses
- 5 Light User Licenses
- 1 File Connector License

A Viewport Server License allows for at most 1 million Data Items (documents and tags) and a maximum of three (3) Server instances

3.1.2 Viewport Embedded Server License

A Viewport Embedded Server License allows you to use a subset of Viewport features and functions compared to the Viewport Server License. This license is meant to provide these features and functions primarily inside a third-party application that contains an embedded view of the Viewport data and documents. For configuration and maintenance purposes only, the standard Viewport user interface may be made available under a Fair Use policy.

Unless specified otherwise in the quotation, the Viewport Embedded Server License allows for at most 100,000 Data Items (documents and tags), a maximum of one (1) Server instance and includes the following user licenses (that in case of a subscription-based Viewport Server License, share the same license period):

- 1 Power User License
- 1 Standard User License (that can be used by the embedding application as a functional user account)
- 1 File Connector License

The following features and functions are included in the Viewport Embedded Server License:

- File Connector (import files and data from local / network shares)
- Document viewing
- Markup functionality
- Tag reference matching and hyperlinking
- Document reference matching and hyperlinking
- The use of custom plugins



Unless indicated otherwise in the quotation, the following features and functions are not available:

- List Splitter (to pre-process data import files and split them up into individual files)
- Labeler (to post-process imported documents and data)
- Viewers for 3D and point-cloud data
- Reporting
- Workfolders
- Data Views
- Advanced OCR
- LLM Chat
- AI Organizer

3.1.3 Redundant/Acceptance Server License

The Redundant/Acceptance Server License allows a fully functional copy of the Software with the same delivery (on-premises or SaaS) and license limitations (in terms of embedded use, users, data items and connectors) as the main Viewport Server License or Viewport Server Embedded License in the quotation, with these additional limitations:

- The Software running under the Redundant/Acceptance Server License may not be used for production requirements or contain substantially different data.

3.1.4 Test Server License

The Test Server License allows a fully functional copy of the Software with the same delivery (on-premises or SaaS) and license limitations (in terms of embedded use, users, data items and connectors) as the main Viewport Server License or Viewport Server Embedded License in the quotation. The Software running under the Test Server License has these additional limitations:

- It may not be used for production requirements.
- It may be (configured to be) accessed by at most 1 Power User, 2 Standard Users, and 2 Light Users.
- It may not contain more than 1,500 Data Items
- It may have all connectors from main Viewport Server License or Viewport Server Embedded License configured.

3.2 User Licenses

A User License allows a named user to access Viewport using a named (personal) account. It is possible to re-assign a Viewport account to another user; after assigning the account to another user, a 30-day period commences in which the account cannot or must not be assigned to another user.

3.2.1 Light User License

A Light User License allows a user account with the role "Guest" to access Viewport Workfolders to view documents and data items that have explicitly been added to workfolders



via the Viewport interface. A use case for this is contractors that conduct work on site and have to access a small subset of information.

3.2.2 Standard User License

A Standard User License allows a user account with the role "Viewer" to log in to Viewport 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, the user can see hidden sites and documents for review prior to general release.

3.2.3 Power User License

A Power User License allows a user account with one or more of the following roles to log in to Viewport:

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

3.2.4 Site User License

The Site User License allows adding an unlimited number of user accounts to the Software, with no limitation on the roles (i.e. normally requiring a Power User License, Standard User License or Light User License), provided that the user accounts are made available to persons belonging to a single physical site, such as a plant, platform, wind turbine park, or other clearly identifiable asset.

3.3 Content

Viewport can process different kinds of data. To process documents and/or tags, Viewport requires content licenses for these items. We define (and count) documents and tags as follows:

- A Document is a single electronic form or drawing enclosed in a logical file.
 - o Multiple versions of documents are counted individually. For example, if a single file has 6 versions (and 6 corresponding files), then those count as 6 items toward the license total.
 - o Archives, such as ZIP, RAR or 7-Zip files, count as a single Document if imported in Viewport as a single, unzipped entry. If Viewport is configured to decompress an archive into individual files, each file from the archive counts as a Document.
 - o Documents have a maximum file size of 512MB. If the User Guide or Administrator Guide for the Software specify a different maximum file size, then that maximum file size prevails. Files that are larger than the maximum file size may have to be split up; for example, a PDF whose file size exceeds



the maximum file size can be split into individual files of 1,000 pages each. In this case, each smaller split PDF counts as a document.

- A Tag is defined as a number, code or other keyword, that references a physical asset such as a valve, pump, line or transmitter, or a virtual asset such as an alarm or historian tag.

The Software contains a page that shows the total amount of licensed documents and tags in a unit of measurement called a token, where a token represents 1,500 Documents or 1,000 Tags. For example, if you have licenses covering 3,000 Documents and 5,000 Tags, the Software will show 7 tokens.

3.3.1 Documents [x1000] License

Allows Viewport to process with workers, such as basic OCR and shape recognition and store up to 1,000 files at a time during the subscription period.

3.3.2 Tags [x1000] License

Allows Viewport to process and store 1,000 tags.

3.4 Connectivity

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

3.4.1 Standard Viewport Real-Time Connector License

A Standard Viewport Real-Time Connector connects to a source system, providing additional metadata for Viewport tags in real-time (on demand from the web application interface). Examples are retrieving actual temperatures, pressures or other measurements, or retrieving workorders for a particular tag. There is a 1-to-1 relationship between a source system and a Viewport Real-Time Connector, so two (2) connectors are needed if connected to two (2) different source systems for real-time data. Standard Viewport Real-Time Connectors are:

- AVEVA PI data connector (Viewport web application plugin and web service)
- OPC UA Connector (Viewport web application plugin and web service)

Notes:

- Currently there is no real-time connector for documents.
- The Standard Viewport Real-Time Connector License explicitly excludes any configuration, modification, or installation services and/or additional required licenses on the side of the source system (AVEVA PI, OPC UA system, etc.) Such services may have to be procured from a third party supplier.
- Any source system connector that is not listed in the above list of standard connectors is considered a Custom Connector.



3.4.2 Standard CMMS Connector license

The Viewport Computerized Maintenance Management System (CMMS) Connector is licensed per CMMS, which can be implemented in various levels. These are the 3 CMMS implementation levels for Viewport CMMS Connectors:

Level 1:

- Display asset information (functional locations and equipment) from a CMMS in Viewport. The asset information is exported from the CMMS, either manually or via an automated process, in the form of Excel or CSV files. A link back to the CMMS can be provided through a column in the Excel or CSV file, which will be rendered in the Viewport user interface as a clickable link.

Level 2:

- Includes all features and functionalities of Level 1
- A plugin can be configured to display up-to-date workorders from the CMMS inside Viewport, based on a webservice that uses a URL- or HTTP-header based key.
- A plugin can be configured to show links from a functional location or equipment back to the CMMS, based on metadata (thus not requiring a hardcoded link in the import file).

Level 3:

- Includes all features and functionalities of Level 1 and Level 2
- From equipment and functional location pages within a web-based CMMS, an end-user can retrieve a list of documents (such as procedures, drawings and manuals) related to the equipment or functional location. This is shown in an embedded IFRAME, or a new tab that is opened when the end-user clicks a link/button.

Following CMMS systems are standard available with Viewport:

- Maximo CMMS connector (Viewport web application plugin)
- Ultimo CMMS (Viewport web application plugin)

Notes:

- The Standard Viewport CMMS License explicitly excludes any configuration, modification, or installation services and/or additional required licenses on the side of the source system (Maximo or Ultimo). Such services may have to be procured from a third party supplier.
- Any source system connector that is not listed in the above list of standard connectors is considered a Custom Connector.

3.4.3 Standard File/DMS Connector License

Standard File/DMS Connectors read, analyze and make documents available from source systems. Common source systems are: local or network file shares, cloud storage solutions (such as Dropbox or OneDrive), and Document Management Systems (DMS) such as SharePoint. There is a 1-to-1 relationship between a source system type and the Viewport



File/DMS Connector, so four (4) connectors are needed if connected to four (4) *different* File/DMS sources. systems/servers. Standard File/DMS Connectors are:

- Dropbox Connector
- File Connector
- Google Drive Connector
- ASSAI Cloud
- Meridian 360 & Meridian Explorer Connector
- OneDrive Connector
- ProArc Connector
- SharePoint Online Connector

Note:

- Any source system connector that is not listed above counts as a Custom Connector.

3.5 Add-Ons

3.5.1 LLM Chat Add-on

The LLM Chat Add-on adds the capability for all licensed Power Users and Regular Users to ask a Viewport-provided LLM module general questions or specific questions about documents available in Viewport.

The LLM Chat Add-on is provided under a Fair Use policy based on a maximum number of concurrent users: a ratio of 1 concurrent user for every 5 licensed users is assumed (excluding Guest users since these do not have access to the chat functionality). LLM Chat can be rate-limited if concurrent users is higher than the package allows.

DISCLAIMER: *The information provided by the chat function is generated by an AI-based language model and should not be considered as professional advice or factual guidance. While we strive for accuracy, the responses may include inaccuracies, outdated information, or incomplete answers. Users are advised to verify all information with appropriate experts or authoritative sources before making any operational decisions based on the chat's responses. The company assumes no responsibility for any actions taken based on the AI's output.*

3.5.2 AI Organizer Add-on

The AI Organizer Add-on allows you to process all licensed documents using a Large Language Model to extract metadata from the document contents. This enables you to extract titles, document numbers, revisions, dates, authors, document types, and so on even if the document lacks any type of metadata.

3.5.3 Advanced OCR Add-on

Viewpoint contains basic OCR technology to recognize text in scanned documents. In case the scanned documents contain handwritten text, text in various orientations, text in different non-Western character sets, or are larger than A4 size, Viewpoint Advanced OCR allows processing



the licensed documents using a more extensive processing algorithm. Unless specified otherwise in the quotation, Viewport Advanced OCR processes each document up to (at most) page number 100. A Fair Use policy applies; in case of an unexpected high number of files with large page counts, Advanced OCR can be limited to processing less than 100 pages.

4 Support programs

Radial SG offers the following maintenance and support program levels. Limitations apply, for example if the Software uses a Custom Connector. Please refer to the quotation for your selected support level. For detail of Radial SG support conditions see our [Maintenance Program Terms](#).

	Standard	Gold	Platinum
Standard Software updates and Software security patches ¹	✓	✓	✓
Standard Software upgrades ¹	✓	✓	✓
Initial problem investigations to standard software only	✓	✓	✓
SaaS uptime commitment ²	Best effort	96%	99%
How-to queries		✓	✓
Custom Connector support ²		✓	✓
Remote application support incl. hotfixes		✓	✓
Remote support on custom components			✓
Automatic availability of new features ²			✓
Strategic roadmap alignment			✓
Yearly data analytics / validation workshop ³			✓
Yearly training ³			✓

¹ Allows usage of newer software updates and upgrades, but excludes installation services

² Only available in SaaS offering, hosted by Radial SG

³ Travel & lodging costs not included.



5 General Comments

1. The subscription license fee will be invoiced upfront at start of the subscription period.
2. Payment terms are net within 30 days of invoice date.
3. Unless specified otherwise in the quotation, the standard 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.
4. All prices are in Euro (EUR). Rates are fully inclusive of salary, Dutch social securities, bonuses, contributions, overheads, insurance costs, etc., but exclusive of VAT and other local taxes.
5. Prices may be subject to change and yearly indexation, unless agreed otherwise.