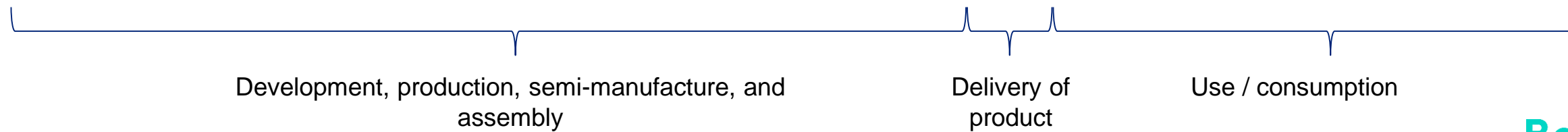
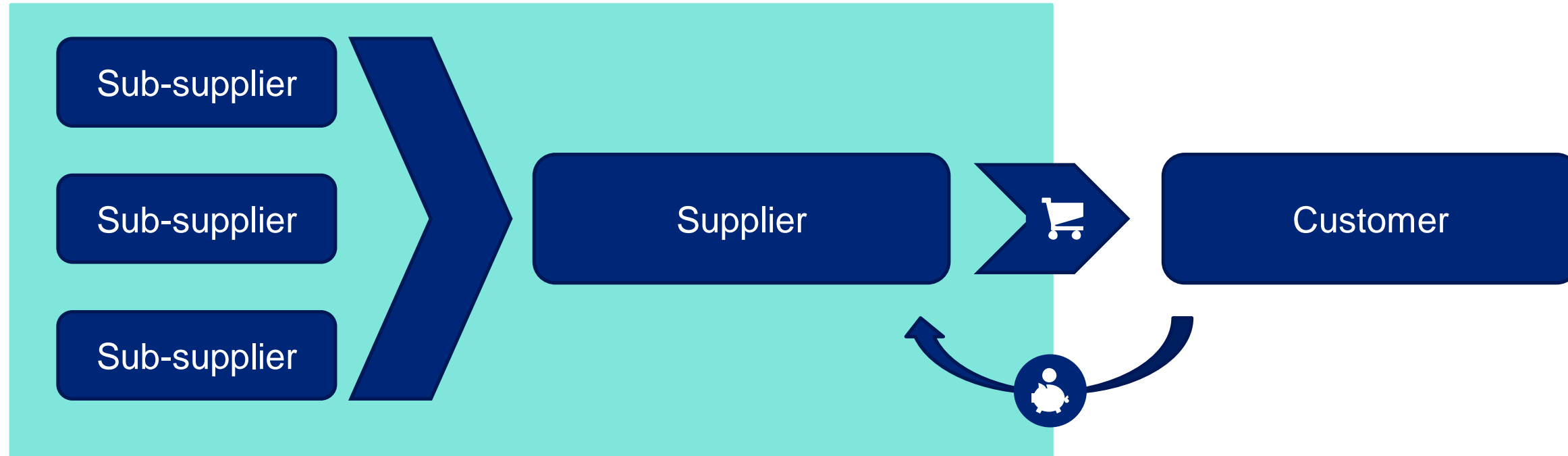
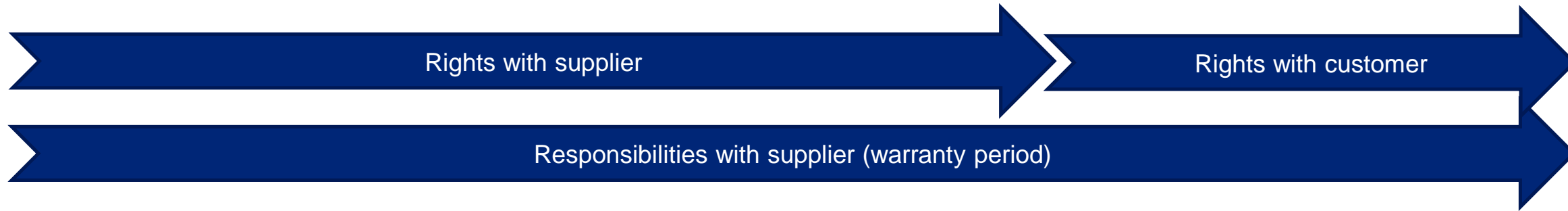


# IoT – From Product to Service

Juni 2019

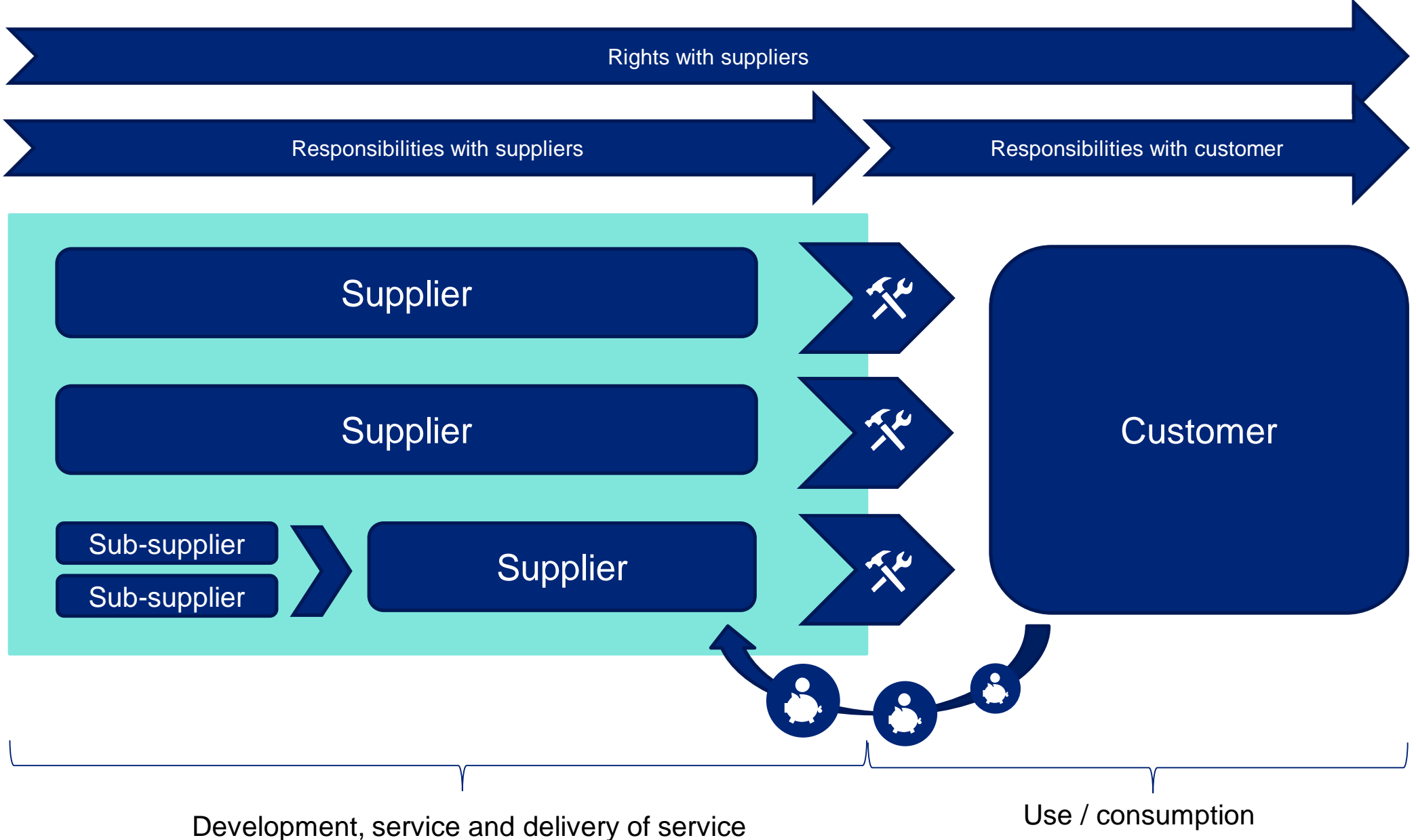
# Traditional production / sale scheme (product centric)

- from a legal and customer perspective



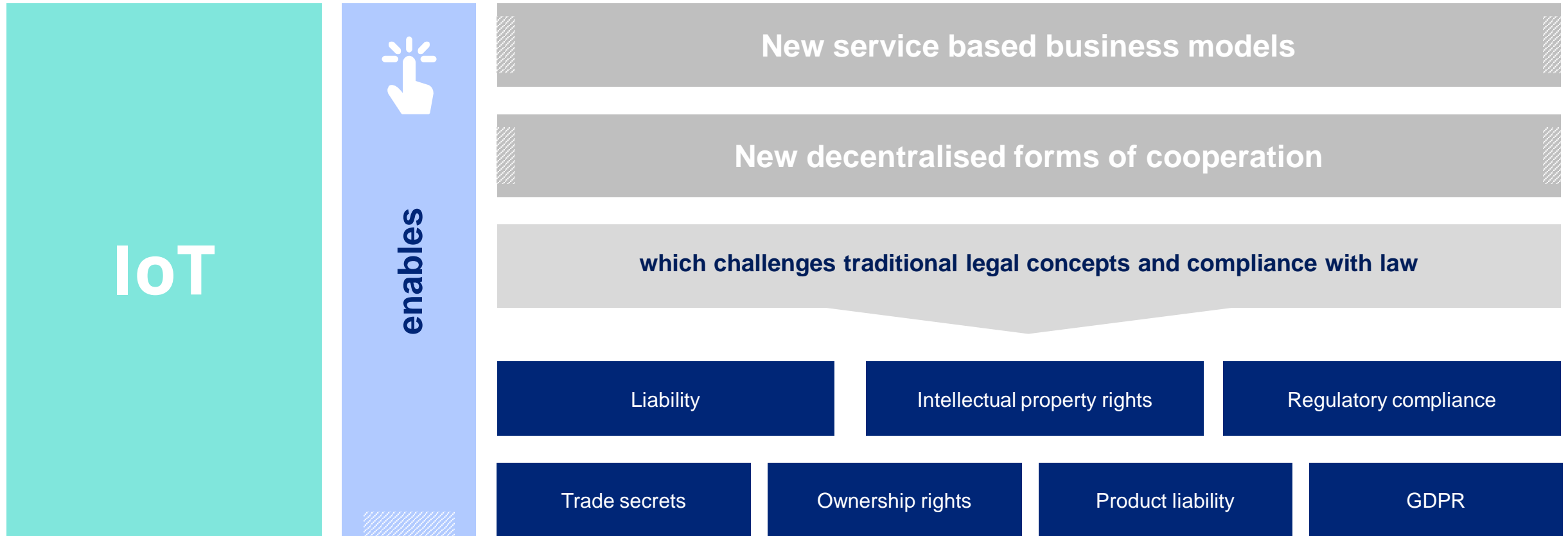
# Product as a service scheme (service centric)

- from a legal and customer perspective



# Impact of IoT

- from a legal perspective



# Use of services

## - services assessment chart

### Aspects to be included in assessment of services

#### Supplier characteristics

**MATURITY**  
The service provider's time and extent of presence in the services market and track record with respect to delivery to comparable customers.

**SOLIDITY**  
The current financial standing of the provider and any future expected impacts hereto, if any.

**SUPPLIER SETUP**  
The overall organisation and business model of the service provider, including use of sub-suppliers, network, geographical location of data centres, and etc.

#### Technology and services

**CUSTOMIZATION**  
Performance requirements and related sanctions in relation to (i) customer's business requirements and (ii) performance requirements of third party solutions.

**SCALABILITY**  
The customer's right to adjust the quantity and/or quality of the service to ensure compliance with current and future business requirements.

**INTEGRATION**  
The service ability to integrate with customer's existing IT-solutions and IT-environment.

**SECURITY**  
The service compliance with security requirements under applicable law and the customer's IT-security policies.

**DATA INTEGRITY**  
The implementation and use of sufficient physical and logical safeguards to secure integrity of customer's data, i.e. hinder unauthorized access.

#### Operational

**SERVICE LEVEL AGREEMENT (SLA)**  
Performance requirements and related sanctions in relation to (i) customer's business requirements and (ii) performance requirements of third party solutions.

**AUDIT**  
The customer's right to initiate compliance audit with respect to the services, including regulatory requirements (general and sector specific), customer internal policies, and audit standards..

**EXIT SERVICES**  
The provider's obligations to ensure continuation of customer's business in the event of termination of the services OR the customer's ability to obtain alternative service.

**BACK-UP, RETRIEVAL AND DELETION**  
The applicability of back-up and data retrieval processes to secure customer's business data and of data deletion processes.

#### Legal

**REGULATORY COMPLIANCE**  
The services' compliance with regulatory requirements for use of the services, including sector specific regulatory requirements.

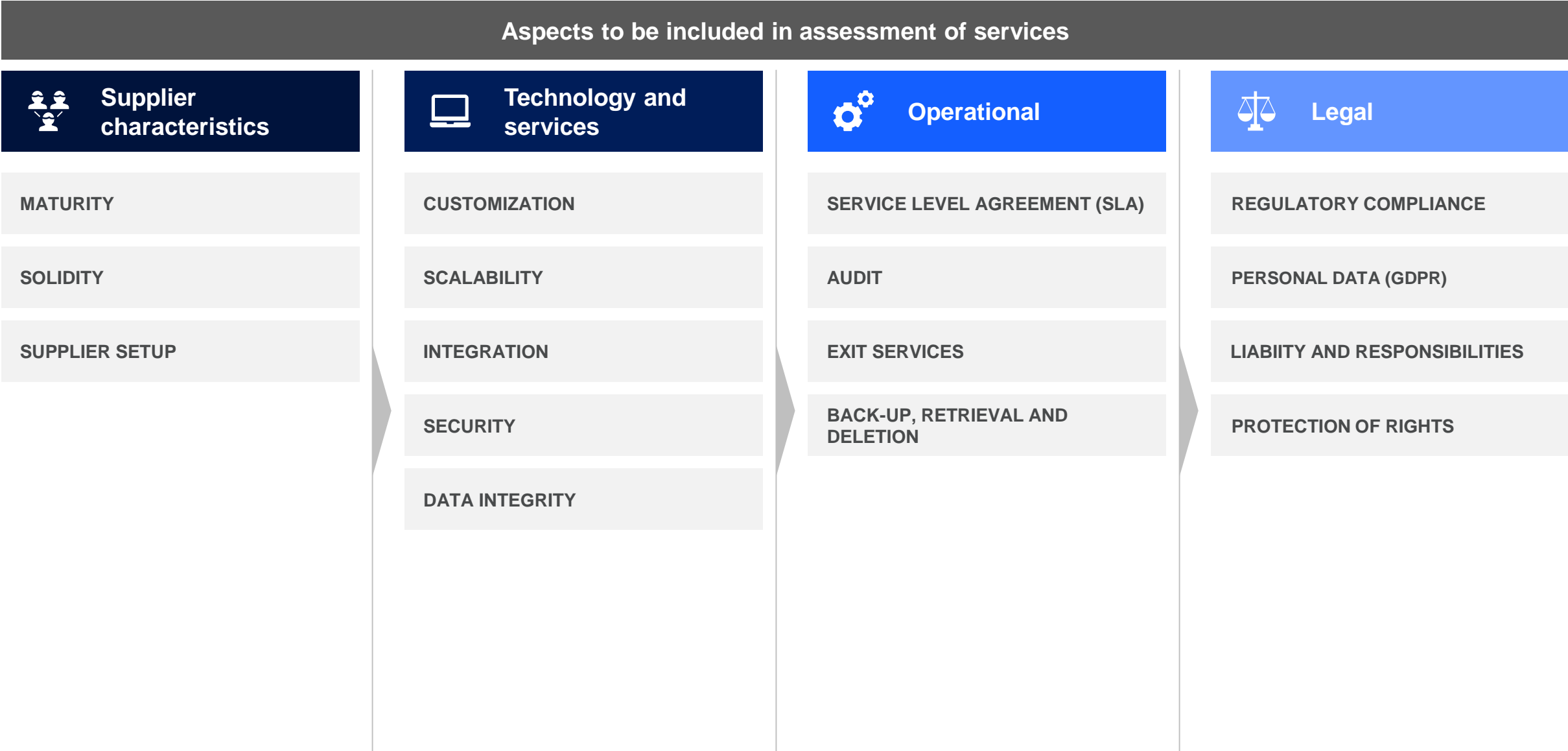
**PERSONAL DATA (GDPR)**  
Collection and processing of personal data, data flows, risk assessment, documentation and transfers of data between customer, provider and sub-providers, including transfer to or data access from third countries.

**LIABILITY AND RESPONSIBILITIES**  
The distribution of rights and obligations with respect to the delivered services.

**PROTECTION OF RIGHTS**  
Identification of rights and protection measures, including rights in data and trade secrets.

# Use of services

- services assessment chart



## Summary

TRANSITION FROM PRODUCT TO SERVICE DELIVERY  
REQUIRES  
SPECIFIC TECHNICAL, OPERATIONAL, COMMERCIAL,  
AND LEGAL  
REVIEW AND ASSESSMENT