

Ewon[®]
BY HMS NETWORKS



Ewon Edge and Cloud

Ewon Cloud Subscription Plans





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1. Ewon Cloud Overview

Industrial organizations and machine builders face mounting pressure to maintain uptime, reduce service costs, and meet increasingly strict cybersecurity and IT requirements—all while scaling operations globally with limited resources.

Ewon Cloud, combined with the Ewon Edge gateways, provides a unified industrial remote access foundation that enables secure connectivity today and a scalable path to data driven insights for visibility, analytics, and edge-based intelligence.

Built specifically for OT environments, Ewon Cloud aligns operational connectivity and access control with enterprise IT governance across machines, lines, and sites. Ewon cloud provides scalable solutions to common problems experienced by industrial end users and machine builders.

End Users

- Production downtime and losses caused by delayed or insecure remote access
- Fragmented access methods across machines, vendors, and sites
- Increasing IT and cybersecurity constraints, including SSO, MFA, auditability, and CRA/ NIS2 / IEC 62443 alignment
- Limited insight into machine utilization, availability, and performance needed to optimize operations.

Machine Builders

- High and unpredictable service and maintenance costs
- Difficulty scaling global remote support across growing machine fleets
- Labor shortages combined with increasing service complexity
- The need to integrate remote access into customer IT environments and deliver branded, value-added services

High-Level Capabilities That Address These Challenges

- **Secure, user-centric remote access** with strong authentication, role-based permissions, audit logs, and IT-aligned user access control integration
- **Standardized industrial connectivity** across machines, production lines, and sites—independent of vendor or geography
- **Scalable fleet operations** enabled by the Ewon Cloud and Edge scalable industrial connectivity platform
- **Optional Insights capabilities** that extend remote access with machine visibility, analytics, edge-based diagnostics and AI enablement
- **Resilient data handling** for remote and intermittent environments, with end-to-end store-and-forward mechanisms that preserve data integrity and completeness during connectivity disruptions.



Key Subscription Highlights

- **Standard Access** – Secure, plug-and-play remote access to reduce downtime and simplify troubleshooting
- **Advanced Access** – Scalable, IT-integrated remote access designed for larger fleets, reduced maintenance costs, and enterprise environments
- **Standard Insights** – Entry-level machine and fleet visibility with dashboards, uptime reporting, and alerts to support operational efficiency and basic service enablement
- **Advanced Insights** – Edge-enabled analytics, higher-resolution data, IIoT connectivity, root-cause analysis to support optimization, condition-based maintenance, and scalable service models

Ewon Cloud is designed as a future-ready industrial platform: start with secure remote access, scale across fleets and sites, and expand into insights-driven visibility, analytics, and optimization as operational and business needs evolve.

2. Ewon Cloud Subscription Overview

Ewon Cloud is a secure, cloud-based platform that enables remote access, centralized user management, and global connectivity for Ewon Edge gateways.

Subscriptions are associated with Ewon Edge gateways and determine the available functionality, security features, and depth of remote access and data insights.

Ewon Cloud subscriptions are designed to:

- Support both small deployments and large fleets
 - Align OT remote access with modern IT security expectations
 - Deliver actionable insights from essential KPIs to advanced AI driven analytics
 - Evolve over time as new cloud capabilities are introduced
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3. Subscription Plans

Ewon Cloud offers four subscription plans, grouped into **Access** and **Insights** categories. This structure allows customers to start with secure remote access and expand into data insights and advanced cloud capabilities over time.

Access Subscription Plans

Plan	Intended Use
Standard Access	Secure remote access for small deployments and service teams
Advanced Access	Scalable access with enhanced security and fleet management



Standard Access –

Standard Access provides a secure, easy-to-deploy remote access foundation for both end users and machine builders. It enables reliable connectivity to machines for troubleshooting, commissioning, and support without complex IT setup. Standard Access is designed to minimize downtime, reduce on-site service visits, and provide a controlled entry point into secure industrial remote access.

Best suited for:

- **End Users** requiring secure remote connectivity
 - **Machine Builders** supporting limited installed bases
-

Advanced Access –

Advanced Access builds on Standard Access by enabling scalable, policy-driven remote access across larger fleets of machines and users. It introduces stronger access governance, on-demand connectivity, higher levels of monthly data consumption, and integration with enterprise IT identity systems. Advanced Access is designed for organizations that need to reduce maintenance costs, scale remote service operations, and align OT access with corporate IT and cybersecurity requirements.

Best suited for:

- **End Users** managing multiple machines, sites, or vendors
 - **Machine Builders** operating growing global installed bases
-

What Problems Access Subscriptions Solve

Subscription	Problems Solved for End Users	Problems Solved for Machine Builders
Standard Access	<ul style="list-style-type: none">• Securely connect to machines remotely• Reduce on-site visits for troubleshooting• Maintain controlled access to equipment	<ul style="list-style-type: none">• Provide customers with secure remote support• Lower service costs and response times• Enable remote commissioning and diagnostics
Advanced Access	<ul style="list-style-type: none">• Control who can access machines and when• Reduce cybersecurity risk with on-demand access• Manage multiple machines more efficiently	<ul style="list-style-type: none">• Support larger installed bases• Enforce customer-specific access policies• Scale remote service operations securely



Insights Subscription Plans

Plan	Intended Use
Standard Insights	Entry-level machine visibility and basic analytics
Advanced Insights	Edge-enabled analytics, root-cause analysis, and service optimization

Insights subscriptions complement Access subscriptions and are planned for phased availability. Details will become available as each Insights tier is commercially released.

Standard Insights –

Standard Insights provides entry-level operational visibility for end users who want to better understand how machines and assets are running without the complexity of full-scale digitalization projects. It delivers a consolidated view of machines with basic dashboards, availability reporting, and alerts, enabling teams to improve operational awareness and identify inefficiencies that impact uptime and productivity.

Best suited for:

- **End Users** with basic digitalization ambitions
 - **Machine Builders** with first service ambition
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Advanced Insights –

Advanced Insights builds on basic visibility by enabling higher-resolution data collection, analytics, and edge-based processing to support optimization at scale. It allows end users to track performance indicators across sites, move toward condition-based maintenance, and perform root-cause analysis to reduce unplanned downtime and support continuous improvement initiatives. At the same time, it provides machine builders with an edge-enabled data foundation to compare machines across fleets, develop advanced service offerings, and run predictive maintenance and optimization use cases.

Best suited for:

- **End Users** growing and scaling with reliability and continuous improvement ambitions
 - **Machine Builders** growing and scaling with advanced service ambitions
-



What Problems Insights Subscriptions Solve

Subscription	Problems Solved for End Users	Problems Solved for Machine Builders
Standard Insights	<ul style="list-style-type: none"> • Limited operational visibility into machine utilization and availability • Difficulty identifying inefficiencies impacting uptime and productivity • High perceived cost and complexity of starting digitalization initiatives 	<ul style="list-style-type: none"> • Limited visibility across the installed base • Reactive service models with low differentiation • Need for a low-cost, low-training entry point to data-driven services
Advanced Insights	<ul style="list-style-type: none"> • Inability to track performance KPIs (e.g., OEE) across sites • Reactive, calendar-based maintenance leading to unplanned downtime • Insufficient data resolution for root-cause analysis and optimization 	<ul style="list-style-type: none"> • Difficulty comparing machine performance across fleets • Lack of data foundation for predictive maintenance and advanced services • Need to process and contextualize machine data efficiently at scale

Subscription Dependencies & Capabilities

Access and Insights Relationship (Important)

- **Insights subscriptions always include the features of the corresponding Access subscription level.**
- **An Insights plan cannot be purchased or used without the matching Access plan.**
- Customers may purchase an **Access plan on its own**, but **Insights plans are additive** and build on Access.

Examples:

- A customer may use **Advanced Access** without Insights.
- A customer with **Advanced Insights** automatically includes **all Advanced Access features**.
- A customer cannot use **Standard Insights** without **Standard Access**.



This structure ensures a consistent security and access foundation for all data and insights capabilities.

Plan Capabilities (High-Level)

Capability	Standard Access	Advanced Access	Standard Insights*	Advanced Insights*
Secure remote access	✓	✓	✓	✓
Modern MFA authentication	✓	✓	✓	✓
On-demand access model	—	✓	—	✓
Advanced user & fleet management	—	✓	—	✓
Enterprise-oriented access capabilities	—	—	—	—
Data acquisition & publishing	—	—	✓	✓
Analytics & visualization	—	—	✓	✓
Extended data retention	—	—	—	✓
Enterprise data & API integration	—	—	—	—

*Insights plans include all capabilities of the corresponding Access plan.

Feature availability may depend on gateway model, software version, and the commercial release status of each subscription.

4. How Billing Works

Ewon Cloud subscriptions use a **prepaid model** with **quarterly and annual invoicing**.

Annual Invoicing

- Issued **once per year in January**
- Covers the full calendar year (January 1 – December 31)
- Based on all active devices on the account as of **December 31 of the previous year**
- Prepayment for the year is required

Quarterly Invoicing

Quarterly invoices are issued to cover:



- Newly deployed devices
- Subscription plan upgrades
- Usage-based overages incurred during the quarter

Quarterly invoices are **prorated for the remainder of the calendar year**.

Example – New Device Added in January

- Device added January 5
- Invoiced on the **Q1 invoice processed April 1**
- Prorated from January 5 through December 31

Example – Mid-Year Deployment

- Device added May 12
 - Invoiced on the **Q2 invoice processed July 1**
 - Prorated from May 12 through December 31
-

5. Free Trial Period

All new Ewon Cloud accounts include a **90-day free trial period**.

Trial Rules

- Trial starts when the first device is deployed
- Trial lasts for **90 consecutive days**
- No subscription fees are charged during the trial period

First Invoice After Trial

- The first invoice is issued in the **quarter following the end of the trial**
- Invoice includes:
 - All devices on the account at invoice time
 - Prorated subscription cost from the first billable day through December 31

Example

- First device deployed: **February 12**
 - Trial ends: **May 11**
 - First billable day: **May 12**
 - First invoice processed: **July 1**
 - Invoice covers **234 billable days** through December 31
-



6. Usage, Overages, and Limits

- Ewon Cloud subscriptions do **not** cut off functionality when usage limits are exceeded.
- Usage beyond the base subscription is considered an **overage**
- Overages are:
 - Calculated quarterly
 - Billed on the quarterly invoice

Currently, no automatic capping or suspension occurs due to overages.

Future usage controls may be introduced. This section will be updated accordingly.

7. Ordering, Activation, and Upgrades

Ordering

Ewon Cloud subscriptions are ordered through:

- HMS sales representatives

Activation

- Subscriptions are activated upon device registration
- Cloud access becomes available immediately after activation

Upgrades

- Customers may upgrade subscription plans during the year
 - Upgrades take effect immediately
 - Billing is adjusted and included in the next quarterly invoice
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8. Support

For additional information, frequently asked questions, and support resources, please refer to:

- **Ewon Support & Knowledge Base:** <https://support.hms-networks.com>

If you cannot find the answer to your question, please contact your local HMS sales representative.



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