



Insights Hub

Reviews, tips, and advice from real users



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Product Recap



Insights Hub

Insights Hub Recap

Insights Hub is a robust platform for data management and analytics, designed to assist businesses in making informed decisions. It provides comprehensive tools that enable users to leverage data effectively, enhancing their ability to streamline and optimize processes.

Insights Hub caters to a variety of industries by offering scalable solutions tailored to specific needs. The platform enables users to integrate and analyze large sets of data seamlessly, providing clarity and actionable insights. By combining advanced data processing capabilities with intuitive dashboards, it fosters improved decision-making, aiding businesses in capitalizing on market opportunities and enhancing overall efficiency.

What are the valuable features of Insights Hub?

- **Data Integration:** Effortlessly aggregates and harmonizes data from diverse sources.
- **Advanced Analytics:** Offers powerful tools for predictive and prescriptive analysis.
- **Customizable Dashboards:** Provides user-friendly interfaces for personalized data visualization.
- **Real-time Reporting:** Facilitates immediate insights to support swift decision-making.
- **Scalability:** Adapts to growing data needs without compromising performance.

What benefits or ROI should be considered?

- **Increased Efficiency:** Streamlines operations through automated data processes.
- **Cost Reduction:** Minimizes expenses by optimizing resource allocation and usage.
- **Improved Decision-Making:** Enhances strategies with detailed insights and forecasts.
- **Competitive Advantage:** Identifies market trends to capitalize on emerging opportunities.
- **Enhanced Collaboration:** Promotes teamwork through shared access to data insights.

Insights Hub is implemented across key sectors including finance, healthcare, and manufacturing. In finance, it aids in risk management and compliance by providing accurate forecasts. Healthcare benefits from its ability to analyze patient data for improved treatment outcomes. Manufacturing firms use its predictive analytics to enhance production processes and reduce costs.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Insights Hub is a good IoT solution and cloud solution, with easy to normal implementation difficulty for a company, and it can provide some help for our company to do modifications or adjustments.”



PaulT

OT Expert at a manufacturing company with 10,001+ employees

- ✓ “Insights Hub is an overall major good framework for everybody to monitor the shop floor.”



Tharun Balaji J S

System Engineer at a consultancy with 11-50 employees

- ✓ “Insights Hub has provided significant positive impact to my organization, including 30 to 50 percent faster incident resolution, fewer SEV one outages, reduced alert fatigue by 20 to 30 percent, better SLA compliance, and increased customer satisfaction.”



Verified user

Site Reliability Engineer 2 at a tech vendor with 1,001-5,000 employees



“Given that great variety and diversity of machines, the main characteristic of Insights Hub is that it allows me to talk to that diversity of machines, and therefore I can extract data from them and monitor my plant without needing to use additional developments or additional configurations.”



Jose-Salazar

Technical Leader at a tech vendor with 501-1,000 employees

What users had to say about valuable features:

“The best features Insights Hub offers include predictive maintenance because there is a module called Predict which analyzes three months of data and provides insights for the next one hour. The integration with shop floor systems is also crucial because while we may face some delay in receiving data or may lose some data, I am currently receiving data continuously through Insights Hub unless there are major disruptions. I believe predictive maintenance and integration with the shop floor system are very easy and useful for users working on the shop floor with Insights Hub.

“Insights Hub is a major tool for everything related to shop floor activities, monitoring, and providing traceable solutions. I consider this to be the best aspect of the features Insights Hub offers. It is easier and accessible to every user in a very accountable way, and we can provide access to those who require it. Insights Hub is an overall major good framework for everybody to monitor the shop floor.

“In terms of positive changes in my projects after using Insights Hub, I would highlight OEE monitoring. We have Siemens Intelligence Cloud and many other tools, but in Insights Hub, OEE monitoring is very useful and attracts customers due to the user interface and the insights it provides on the shop floor..”

Tharun Balaji J S

System Engineer at a consultancy with 11-50 employees

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“One of the best features that Insights Hub offers is that it is agnostic, meaning it has the ability, with its connectors, to link practically any type of machine that exists in the market to the platform and to monitor it.

“Normally, companies have machines from various manufacturers, and the agnostic capability of Insights Hub has benefited my company by allowing communication with a variety of machines, including Mitsubishi, Toshiba, and those that speak the Allen-Bradley protocol or Schneider protocol, Modbus TCP. Given that great variety and diversity of machines, the main characteristic of Insights Hub is that it allows me to talk to that diversity of machines, and therefore I can extract data from them and monitor my plant without needing to use additional developments or additional configurations.

“Insights Hub has the possibility of being able to integrate with Mendix, and given that Mendix is a versatile and powerful development platform, Insights Hub has positively impacted my organization by allowing the creation of infinite solutions within Insights Hub, combined with Mendix. The impact has been realized because of the OEE of the plant. Line seven of a bottling plant in Jalisco is the one I am referring to, and for confidentiality reasons, I could not be giving more details about the plants, but evidently, there has been an impact and a positive change..”

Jose-Salazar

Technical Leader at a tech vendor with 501-1,000 employees

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“In my experience, the best features Insights Hub offers are its compatibility with Siemens hardware, making it very easy to implement Insights Hub if your shop floor automation control scope includes Siemens products, including Siemens switches, gateways, CPUs, and protocols. However, if you use something from a Japanese PLC manufacturer or anything else, it will be a challenge.

“Mahle is a big company, and for the Mahle plants in Europe, I believe most of their devices are Siemens, making it easier to implement Insights Hub than in the Asia region. In our Asia region, for example, if you want to get data from a machine center from a Japanese brand such as FANUC or Mitsubishi, we have to use an OPC solution between the shop floor and Insights Hub. We purchased Kepware to help us with the communication from Insights Hub to the shop floor.

“Insights Hub's impact on our organization depends on the region. In our European and American regions, it would be more positive than in our Asia region, where their plants are more supportive of the project and their transparency is better, but more or less, it is an improvement for our management. The management may shut down some machines that cost a lot to save on electrical costs, adjust their production plan to the night shift because the electrical cost will be lower than the day shift, and may even adjust their heater time to reduce unnecessary heater usage to save on electrical costs. Anyway, the plan is to save money using Insights Hub's dashboard..”

PaulT

OT Expert at a manufacturing company with 10,001+ employees

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Other Solutions Considered

“Before Insights Hub, I primarily used Siemens Intelligence Cloud and Power BI, along with many other dashboarding tools. However, Insights Hub offers everything in a single framework and it is accessible on the cloud. It has features that are useful for future shop floor activities, which drove our decision to switch from our previous solutions to Insights Hub for its scalability and ease of integration with the shop floor..”

Tharun Balaji J S

System Engineer at a consultancy with 11-50 employees

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ROI

Real user quotes about their ROI:

“The management may shut down some machines that cost a lot to save on electrical costs, adjust their production plan to the night shift because the electrical cost will be lower than the day shift, and may even adjust their heater time to reduce unnecessary heater usage to save on electrical costs. Anyway, the plan is to save money using Insights Hub's dashboard..”

PaulT

OT Expert at a manufacturing company with 10,001+ employees

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Use Case

“Insights Hub is used for monitoring equipment in the plant, mainly for OEE calculation. Within Insights Hub, Mendix has an application called OEE Hub, which allows me to connect the machines to the platform, meaning the machine has status, has speeds, and has production orders. I connect all that information to Insights Hub, and from OEE Hub, I can see the OEE metrics..”

Jose-Salazar

Technical Leader at a tech vendor with 501-1,000 employees

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“We primarily used the performance module in Insights Hub for IoT projects, collecting electrical meters on-site and generating a performance dashboard on Insights Hub to display electrical power, cost, and investment to our customers.

“We collected this data via Modbus and also purchased Siemens hardware, including the IoT 2050 gateway, to transfer shop floor data to an IoT LAN and then to the AWS cloud, allowing the data to display on Insights Hub. We imported our local electrical cost per hour because we are located in China, enabling our customers to view the cost directly for every week, day, and even every shift for the whole plant, a specific location on the shop floor, or even just one machine.

“We also attempted to get production data to show the OEE on Insights Hub, but since we did not purchase the OEE module, we wanted to do some development ourselves using the performance module. In my opinion, this approach is not very effective, and though I have never used the OEE module, I believe using Insights Hub's OEE module would be better..”

PaulT

OT Expert at a manufacturing company with 10,001+ employees

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“My main use case for Insights Hub is understanding the machine shop floor activities and monitoring, tracing, and providing accountable solutions to customers on a daily basis, although it is very limited. Based on my experience of 1.5 years, the integration between shop floor and the MES data layer represents a major role that Insights Hub plays. This makes it easier to integrate, configure, and analyze the data trends of shop floor activities.

“A specific example of how I used Insights Hub in a real project involved monitoring a beer factory and a chocolate manufacturing line, which was a demo line. I needed to track and monitor how it would produce data, generate assets, monitor asset health, and predict new data. This gave me the realization that Insights Hub is not simply a basic tool; it is the largest cloud framework in which everything can be handled when deployed into the cloud environment, and users can utilize it according to their requirements. I feel this stands out compared to normal SCADA, MES, and even Power BI, since Power BI may be less effective than Insights Hub.

“Insights Hub is a platform that is still under development because it is easier to handle, although many things need to be studied and updated. It can be extended for use over longer periods and for many projects. However, I have worked in a very limited period with limited projects, so I believe it will become a greater platform in the future..”

Tharun Balaji J S

System Engineer at a consultancy with 11-50 employees

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“Insights Hub serves as a centralized monitoring and data-driven decision-making platform. It acts as a single place where data is collected, analyzed, and turned into actionable insights. The primary use case changes slightly depending on the platform. For application monitoring, the main use case is to monitor application performance and troubleshoot issues, tracking response time and failures, monitoring dependencies of databases and APIs, helping with log analysis, alerting on issues, and enabling performance optimizations. This is very common in DevOps and SRE environments.

Regarding troubleshooting, I will explain this using a real troubleshooting example from an application monitoring scenario in Microsoft Azure and AWS contexts. When users report that the application is very slow, Insights Hub helps troubleshoot step-by-step. First, I check the overview dashboard of Insights Hub where the request rate, average response time, failure rate, and server response trends are displayed. From this dashboard, I immediately noticed that response time suddenly increased from 200 milliseconds to 3 seconds and the failure rate also slightly increased, indicating that something has changed. In step two, I drill into performance by opening the performance section and checking requests. Insights Hub shows the slowest endpoints, percentile response times, and request breakdown by operations. I discovered a specific API command to check and narrowed the issue to one API. In step three, I check dependencies by opening the dependencies section in Insights Hub, which shows SQL calls, external APIs, and service-to-service calls. I noticed that the SQL dependency call to the order database is taking 3.5 seconds, revealing that the API itself is not slow but the database call is slow. In step four, I use logs with KQL queries, running a query like "request where duration is greater than 3000". From here I can correlate the slow request, database dependency duration, and any error patterns, potentially finding that a specific query is causing table scans, missing indexes, and lock contention. In the final step, I check live metrics to see if an ongoing issue exists. I can open live metrics streams and watch real-time CPU, memory, and request rate. The root cause identified in this example outcome was that a new deployment introduced a poorly optimized SQL query with a missing index that caused a full table scan, resulting in a slow database query that made the API slow and caused user complaints..”

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Insights Hub is a good IoT solution and cloud solution. To be honest, it has easy to normal implementation difficulty for the company, which can provide some help for our company to do modifications or adjustments..”

PaulT

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OT Expert at a manufacturing company with 10,001+ employees

Customer Service and Support

“Insights Hub's customer support receives a rating of four out of five because we have very limited support, considering Insights Hub offers many solutions and some of them do not have supporting ticketing tools. Overall, I find it good at four out of five..”

Tharun Balaji J S

System Engineer at a consultancy with 11-50 employees

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“Mahle purchased the whole solution from Siemens, so we cannot get support directly from Siemens. We get support from the Mahle IT department, and they will contact Siemens. I am not sure if Insights Hub can provide a ticket system so we can raise tickets directly to Siemens for support..”

PaulT

OT Expert at a manufacturing company with 10,001+ employees

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Other Advice

“My advice to others looking into using Insights Hub is that it is suitable for all users in an organization with the required prerequisite features and basic functionalities for shop floor integration with data, driving analytics, and enabling predictive maintenance. This would be the best feasible approach for initial shop floor activity maintenance. I would rate this solution an eight out of ten..”

Tharun Balaji J S

System Engineer at a consultancy with 11-50 employees

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“I am giving Insights Hub a rating of eight out of ten. The reason I have given eight is because of all the features it has and the excellent observability capabilities it provides, such as end-to-end distributed tracing, dependency monitoring, real-time metrics, log correlation, and AI-based anomaly detections. Additionally, it has strong integration and is mature and enterprise-ready. However, I have not given nine or ten because there are some pain points. The learning curve is steep as it requires skill to fully utilize and is not very beginner-friendly, and querying can be complex. There is also significant noise and tuning required because AI detection is good but not perfect and can generate noisy alerts if not configured properly. Additionally, cost visibility and optimization is a concern as log ingestion cost can increase quickly and requires monitoring to avoid unexpected bills. Insights Hub earns eight out of ten because it dramatically improves troubleshooting and operational visibility and is powerful and enterprise grade, but still has room for improvement in usability, automation, and cost optimization..”

Verified user

Site Reliability Engineer 2 at a tech vendor with 1,001-5,000 employees

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“I have never used Insights Hub's AI function.

“If there is an AI capability for Insights Hub, I hope it can be used with human language to help our end-users do the integration, allowing the end-user to import their idea for which meter or which data they want on Insights Hub, so that Insights Hub can use the AI function to automatically build some logic behind to achieve this.

“I am not sure if Insights Hub can provide a ticket system so we can raise tickets directly to Siemens for support.

“My overall rating for this product is eight out of ten..”

PaulT

OT Expert at a manufacturing company with 10,001+ employees

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Top Industries

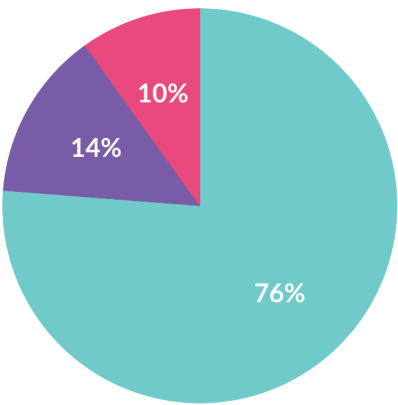
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Company Size

by reviewers

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Large Enterprise Midsized Enterprise Small Business

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