

## New Customer

### General FAQs

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**Q. As the customer, will I retain ownership of the data?**

A. While Quaker Houghton processes the data, the customer owns the rights to the data and this can be supplied at any time when requested.

**Q. What level of security does the QH FLUIDTREND™ software platform provide?**

A. Quaker Houghton prioritizes security highly. The platform offers multi-factor authentication and Salesforce Bit encryption. Alongside this, the platform uses object-level, field-level, and record-level security to secure access to object, field, and individual records. The platform security also includes a symmetric key encryption, a 256-bit Advanced Encryption Standard (AES) algorithm using CBC mode, and a randomized 128-bit initialization vector to encrypt data stored.

**Q. What benefits does this new QH FLUIDTREND™ software platform provide?**

A. The new QH FLUIDTREND™ software comes with numerous benefits, including but not limited to:

- Live Data that can be viewed via a self-service dashboard
- Performance Insights that increase cost effectiveness
- Notifications that can prevent and predict servicing and downtime
- An easy self-service dashboard that is intuitive, comprehensible and customizable

**Q. How will it help me drive operational improvements?**

A. The system utilizes handheld data loggers with QR code reading capabilities to automate data entry, reducing the need for manual input. This free's up time for you to focus on other value adding tasks, which in turn reduce costs and deliver real operational efficiencies.

**Q. What is the price of the new QH FLUIDTREND™ platform?**

A. At Quaker Houghton we provide competitive pricing for our leading manufacturing software. The price we offer will depend on the particular platform chosen and the number of licenses needed.

**Q. How easy is it to install and operate?**

A. QH FLUIDTREND™ is easy to both install and operate. A QR code would be provided for each machine onsite that will be monitored by QH FLUIDTREND™. Our team would then create a digital twin, or virtual model of your processes on the platform for that site. Full training is provided to all technicians and managers onsite before they start using the platform.

**Q. How is the platform supported if we have technical issues?**

A. We have a comprehensive, global, QH Support ticketing system with a global Service Level Agreement (SLA) uptime of 99.9%. If you run into a technical issue, please contact your account manager who will work with our dedicated global QH FLUIDTREND™ Support team.

**Q. Will I still be able to utilize QH FLUIDTREND™ if we change fluid suppliers?**

A. You will not be able to use QH FLUIDTREND™ if you change fluid suppliers.

**Q. Do I need a full licence if I only want to access sensor data?**

A. You do not need a full license if you only want to access sensor data, we have a sensor specific license.

**Q. Will this increase my workload?**

A. No, through optimized data entry, workload is expected to decrease. It will also change what type of work needs to be carried out at site by reducing unexpected downtime and increasing productivity.

**Q. How often will I see and receive the reports and data?**

A. You can access your own data and reports independently, at any time using our customer portal.

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### General FAQs Continued

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**Q. How 'real-time' will the data be?**

A. As soon as the data is entered into the system it will appear on reports instantly. It is literally 'real-time' data.

**Q. How will this help me save money?**

A. The software will help ensure that fluids are kept within the expected parameters alongside digitalized data that will optimize performance by predicting and preventing costly downtime, increasing tool life and reducing cost per machined part.

**Q. Can this give me stronger data or information to back up my own decisions at my site?**

A. We have custom BI (Business Intelligence) tools that will help with your business journey, when utilised correctly it can provide strong data to help support decisions made.

### IT-Based FAQs

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**Q. Where will the data reside?**

A. Data will be stored in our own Quaker Houghton Azure data warehouse and on Salesforce for 6 months. Data is then stored on Azure until it is no longer needed.

**Q. Do I need to install any separate software?**

A. No, the core platform and portal can be accessed through your internet browser. There is however, an additional android app for the site technicians to use.

**Q. Is the platform a responsive design?**

A. The portal is responsive. The core needs to be a minimal screen resolution of 1080p or the user will have to zoom out whilst using their browser.

**Q. Is the app available on iOS and Android?**

A. At this current point in time the app is only available on Android devices.

**Q. What is the recommended broadband speed?**

A. A latency of 150ms or lower and a download speed of 3Mbps or higher is recommended for optimum function.

**Q. Will my machines need to be offline or shut down at any point during the process?**

A. No, your machine will not need to be offline or shut down during the transition process.

**Q. Will I need to buy any new equipment or pay for any new software or service?**

A. No, you will not need to buy any new equipment, software or services beyond QH FLUIDTREND™.