Remote Access

Cloud-based access to your connected devices

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Target groups and objectives

Target groups
- Desigo Ambassadors & RSS
- Solution Partners
- End customers

Objectives
- Give an information about Remote Access
- Explain main usage of Remote Access application for Desigo PXC4-5 controllers and Intelligent Valve
- Provide use cases to explain benefit of using Desigo Remote Access Applications

Before we start
- These slides can be used as a customer ppt
- Please adjust the presentation and related information according to your needs and target groups
- Please refer to Fact for detailed information and more features
- In the future more functions will be available for Remote Access application. This deck will be updated accordingly

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Challenges of today

VPN Technology

- VPN has a lack of universal accessibility
- Devices are prone to vulnerability
- Declining market acceptance
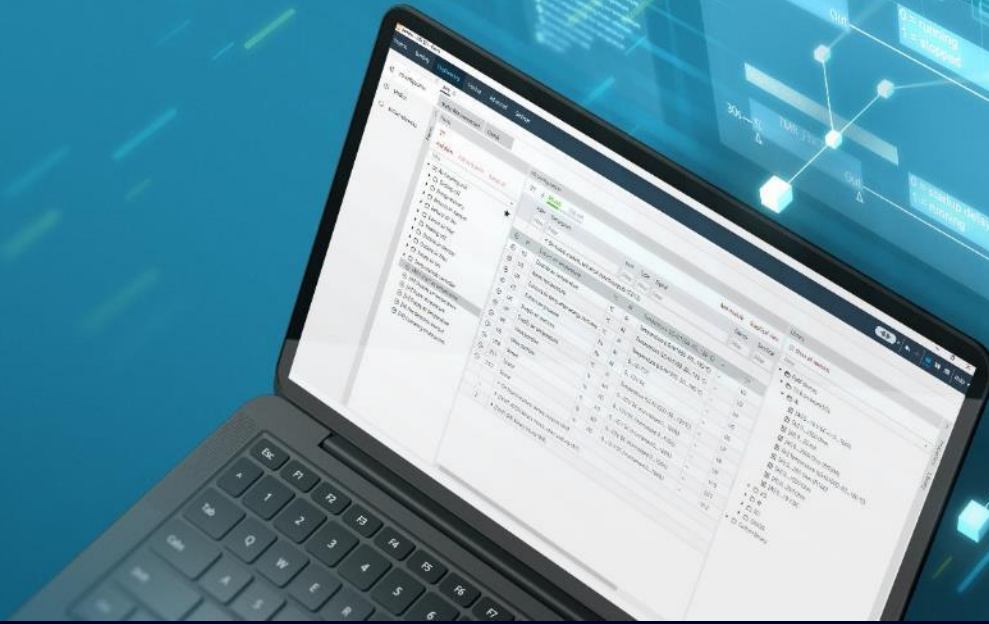- High maintenance costs

Cost of Time & Travel

- Even minor engineering and programing changes require travelling
- Response time is critical to maintain the business continuity
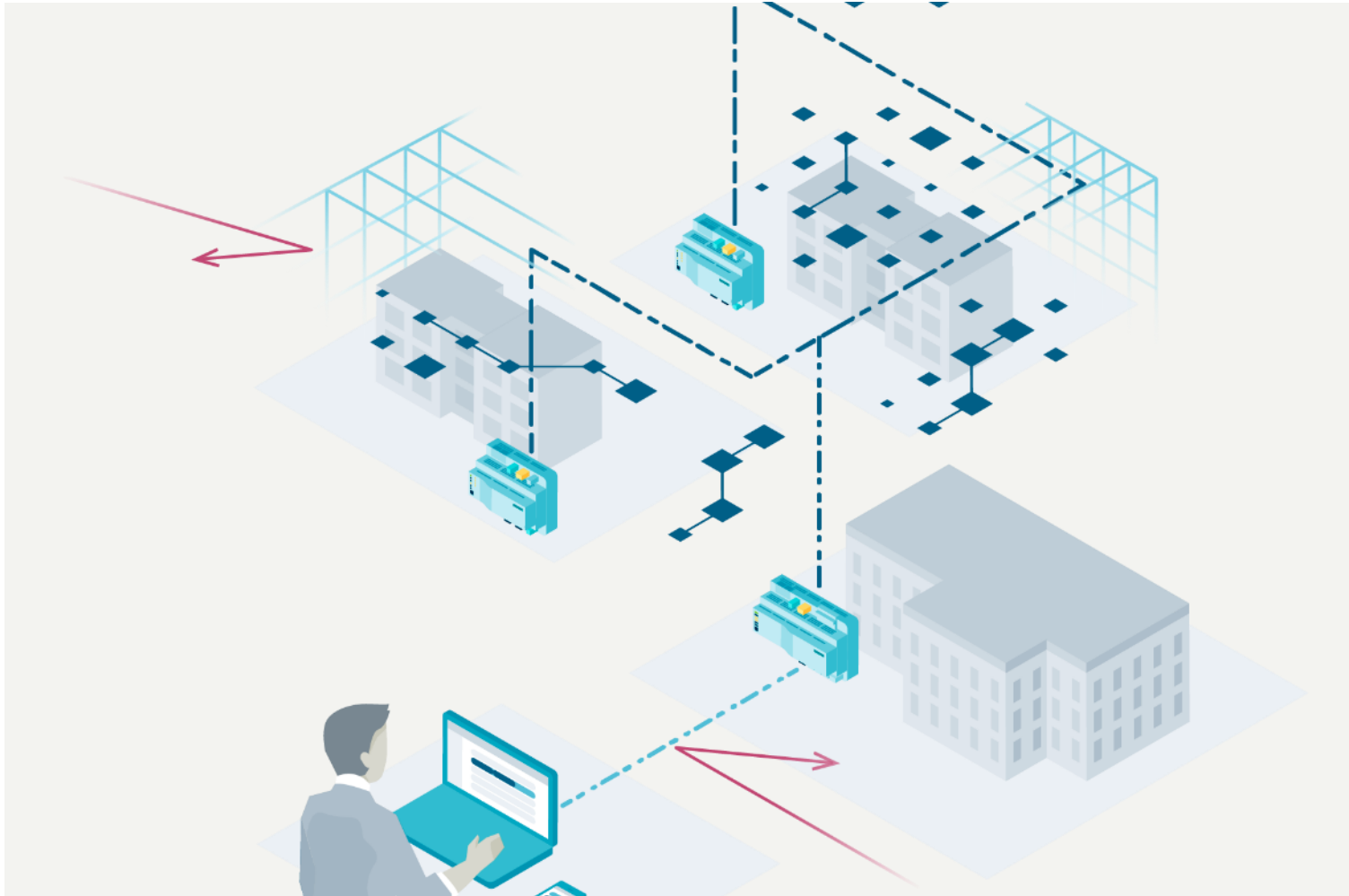- Providing customer support in time is essential

Limited Expertise

- Expert know-how for advanced troubleshooting is needed
- Collecting and sharing relevant diagnostics data is requested
- Not able to delegating the current tasks to other team members is delaying the projects

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Desigo Remote Access
Cloud-based access to your
Desigo controllers

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Desigo Remote Access offers:

Engineering, operation and monitoring from remote
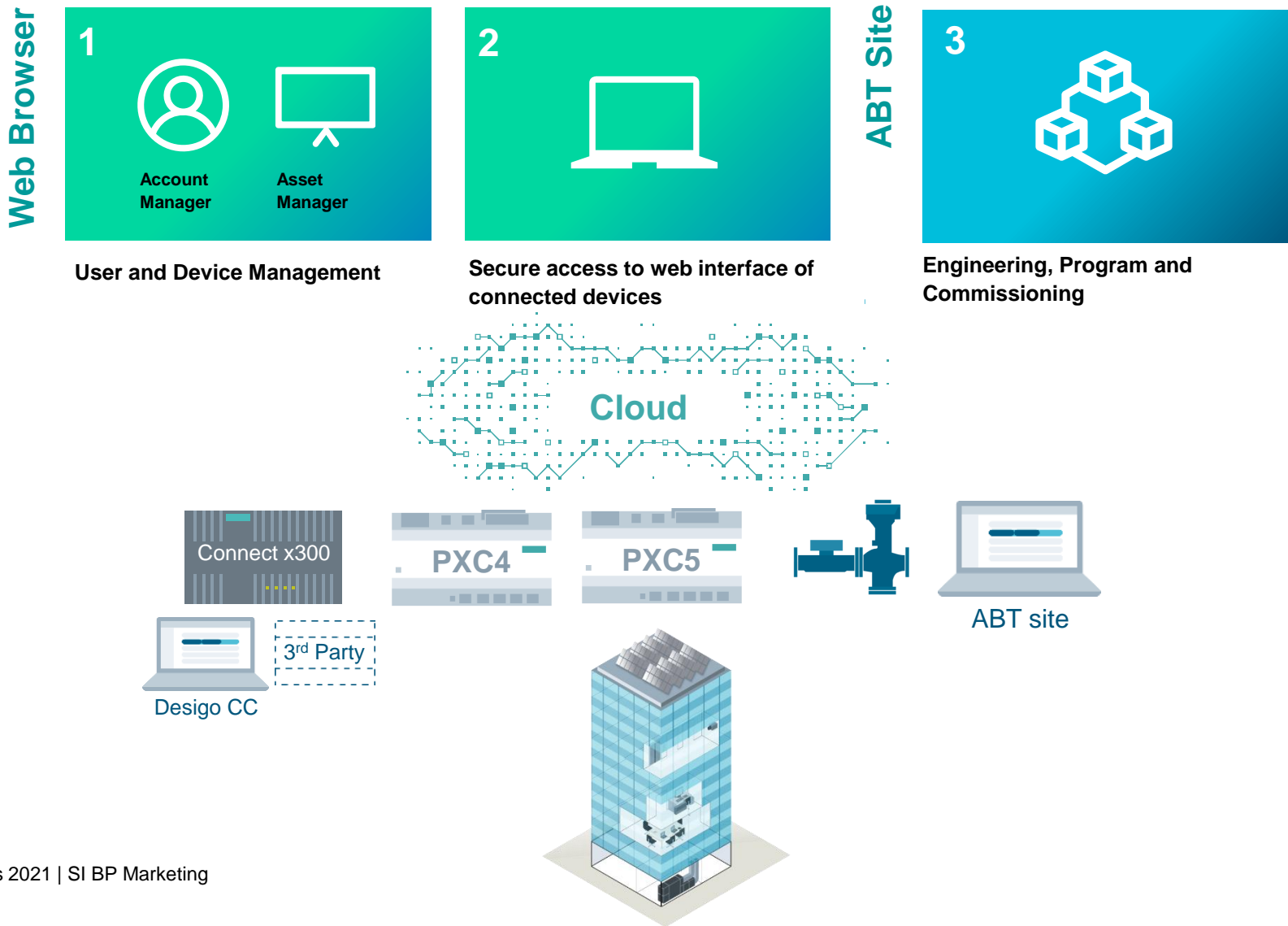
Access your system.
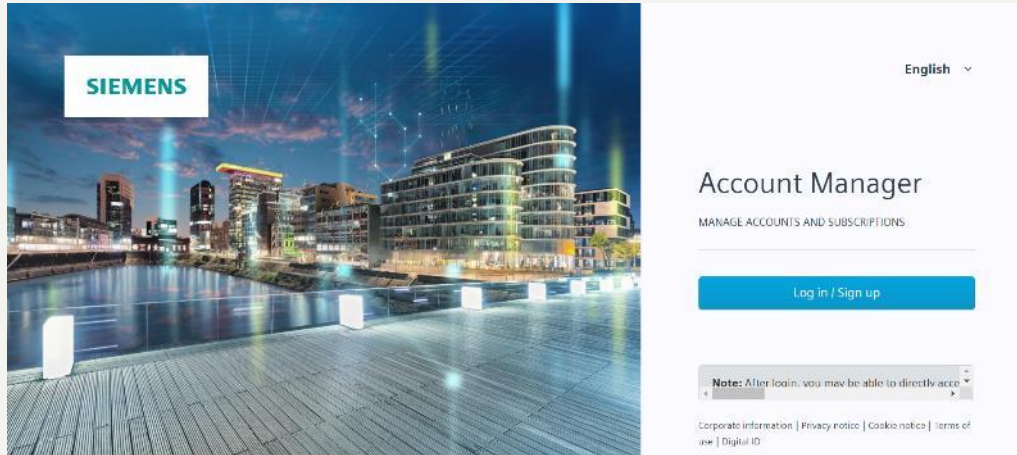Anytime, from anywhere thanks to an integrated cloud connectivity and onboard web interface

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Desigo Remote Access offers:

Engineer/Technician

Web Browser

1 — Account Manager | Asset Manager

User and Device Management

2

Secure access to web interface of connected devices

ABT Site

3

Engineering, Program and Commissioning

Cloud

Connect x300

PXC4

PXC5

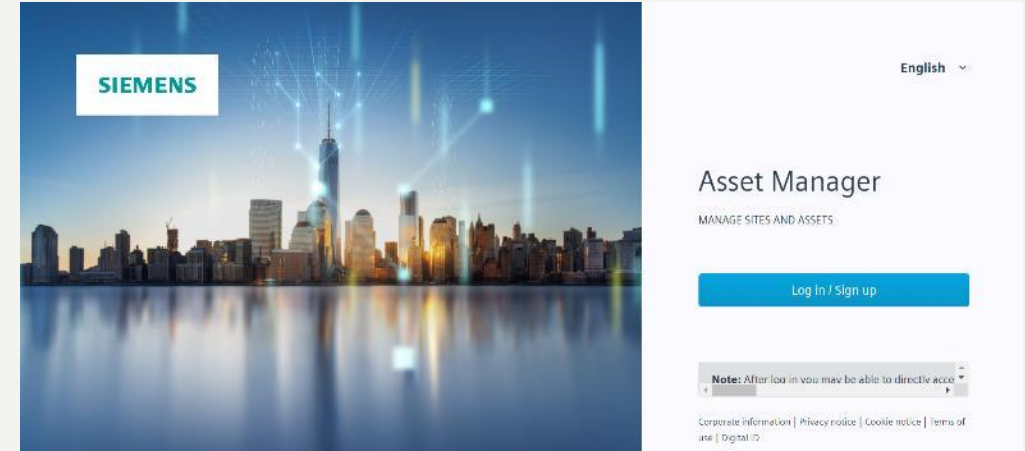ABT site

Desigo CC

3rd Party

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1- User and Device Management

Manage Accounts and Subscriptions

- Manage your subscription
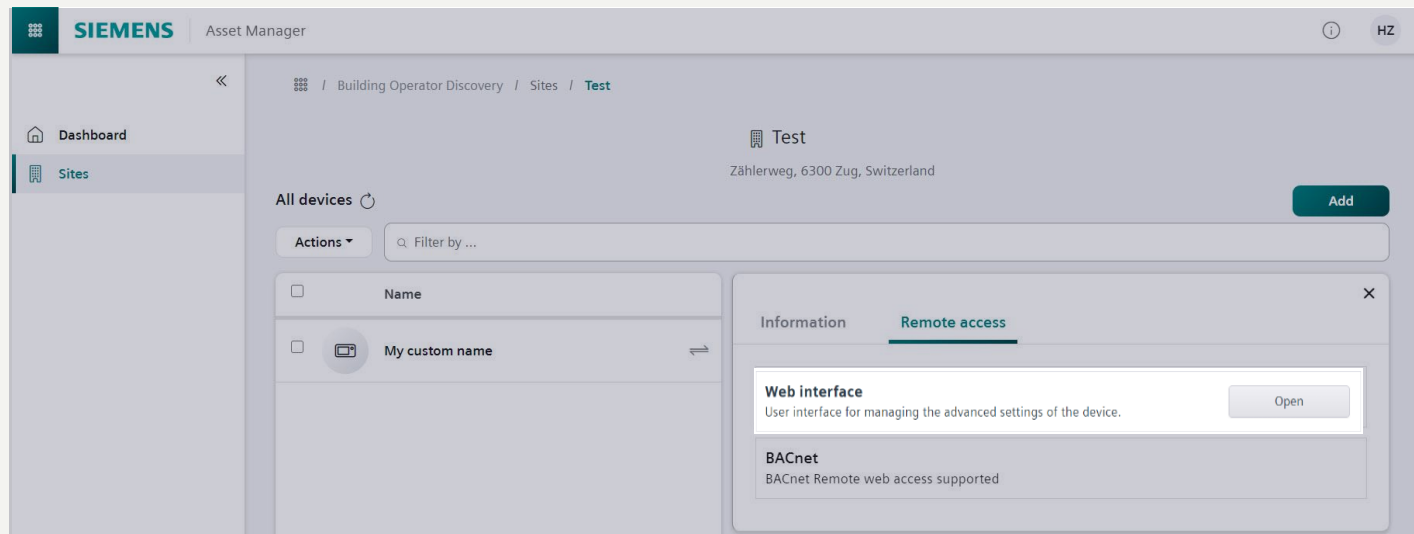- Create your company
- Invite your colleagues

Manage Sites and Assets

- Add sites and devices
- Enter Activation key of devices
- Access Web Interface

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2- Web Interface

Secure access to the web interface of connected devices

- Data point commanding (local and system wide*)

- Event Management

- Configure Scheduler

* Only with PXC5

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3- ABT Site

Engineer, Program and Commission

- Easy connection via the cloud

- Access all devices in your account remotely

- Work online with the device like in a local network

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Who do we target?

Solution partners experts

System integrators technicians

Facility managers (with basic web interface)

Remote BMS control market

Target Groups

Target market

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Use case 1

Easy onboarding of new engineer

Rita, a new colleague joins a company and John should onboard her soon. She needs user rights to access the current projects but how?
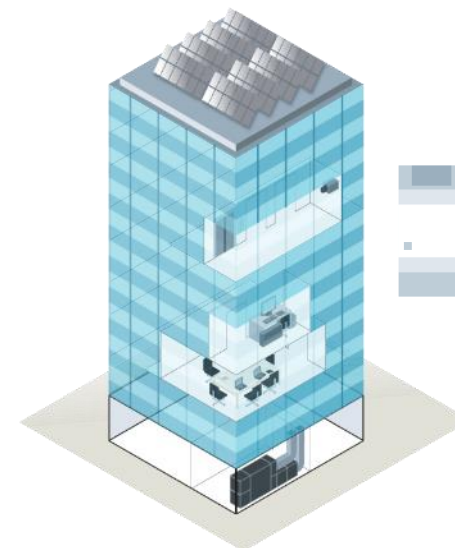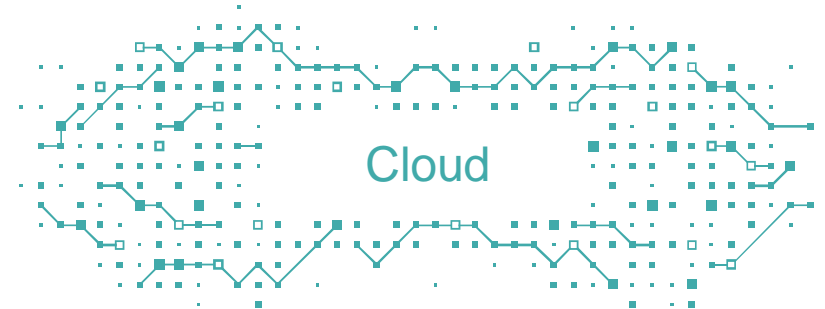
Soon, she needs to change the scheduler. How will she do it in this short notice?

John- Administrator

Rita- New Colleague

Cloud

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Solution 1

Easy onboarding of new engineer

- John invites Rita to the company via Account Manager

- John assigns her the required access

- Rita accesses the site via Asset Manager

- She access the web interface and make the changes in the scheduler

Account Manager

Asset Manager

John gives access   **Rita Accesses Site**   **Make changes via web interface**
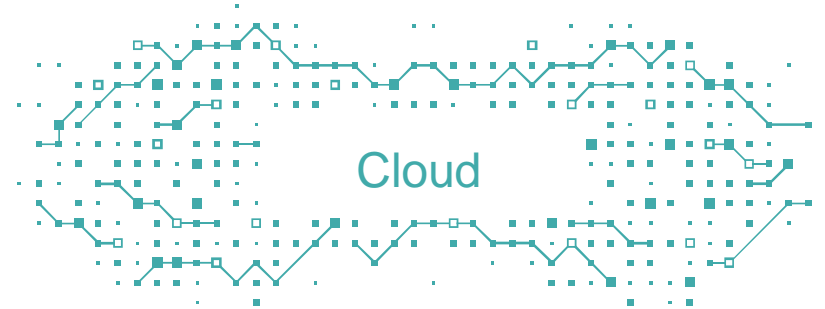
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Use case 2

Remote operations for basic tasks

A customer has maintenance activity planned and asks Rita to help to suppress all events on that site for the next 24 hours.
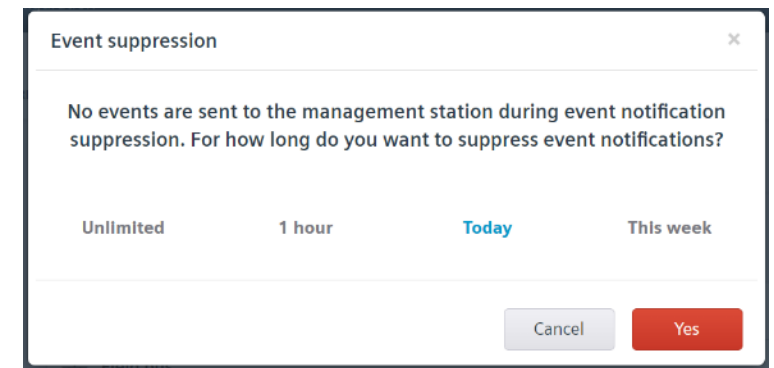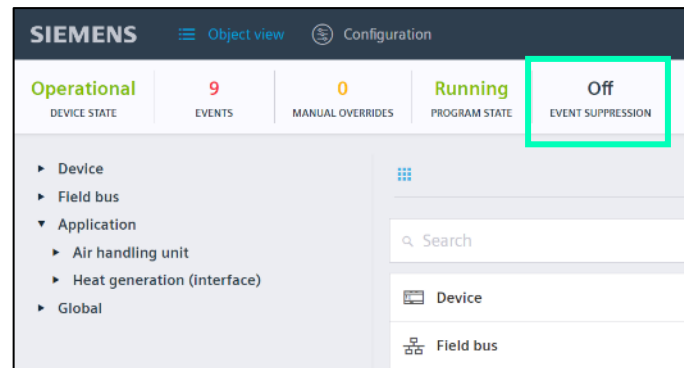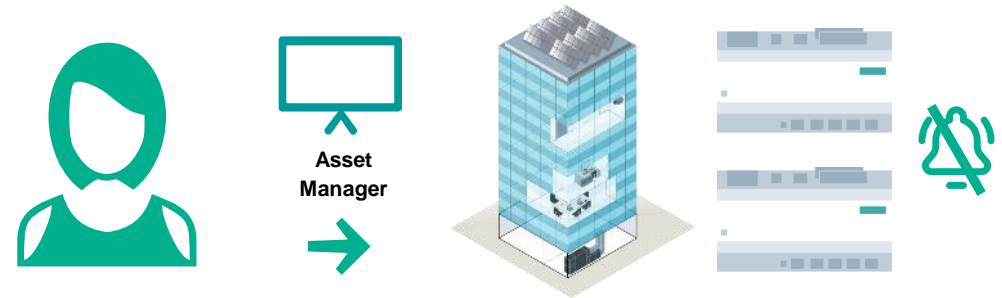
Does she need to travel?

Cloud

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Solution 2

Remote operations for basic tasks

- Access remotely to customer site via asset manager

- Initiate connection via Web Interface

- Activate the alarm suppression option

SIEMENS	☰ Object view	⑤ Configuration		
Operational DEVICE STATE	**9** EVENTS	**0** MANUAL OVERRIDES	**Running** PROGRAM STATE	**Off** EVENT SUPPRESSION

▸ Device
▸ Field bus
▾ Application
  ▸ Air handling unit
  ▸ Heat generation (interface)
▸ Global

🔍 Search

▭ Device
⊞ Field bus

Event suppression ✕

No events are sent to the management station during event notification suppression. For how long do you want to suppress event notifications?

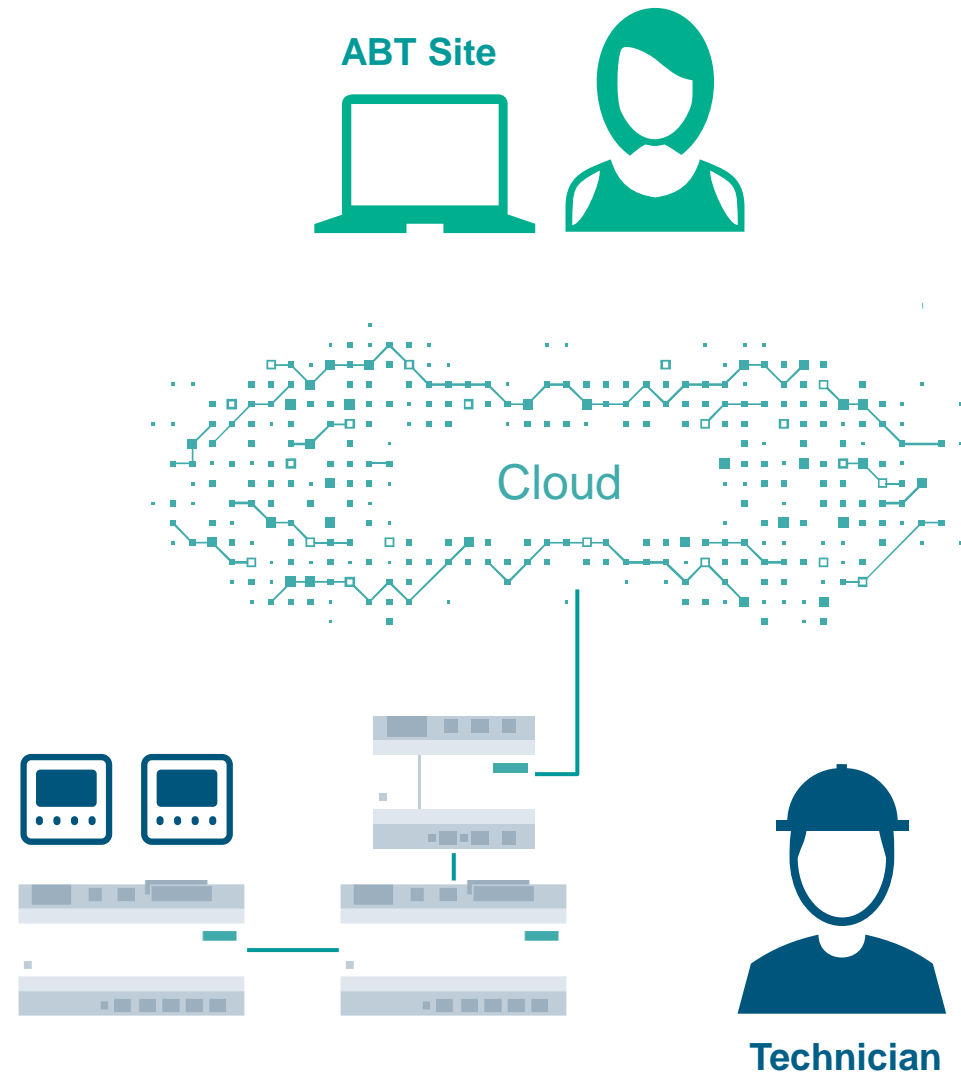| Unlimited	1 hour	Today	This week

Cancel Yes

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Use case 3

Remote engineering and commissioning support

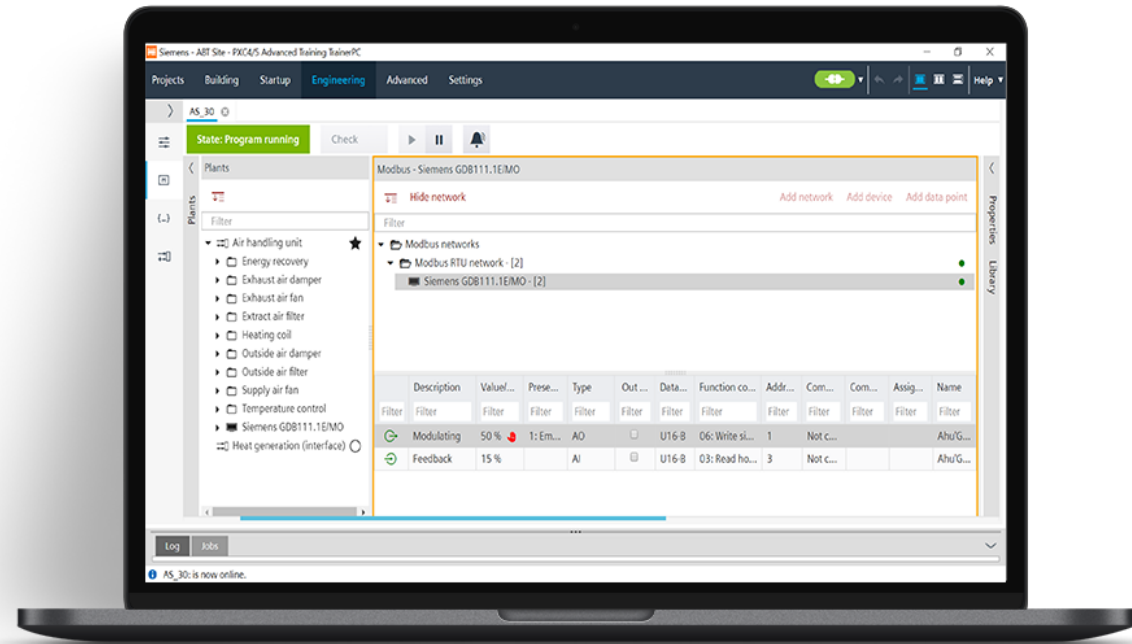A customer would like to monitor energy consumption therefore needs to add energy meters to the current project.

The technician has already installed the meters and asks Rita to engineer and commission them from remote.

ABT Site

Cloud

Technician

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Solution 3

Remote engineering and commissioning support

- Add Modbus devices from the library in ABT Site

- Configure the devices
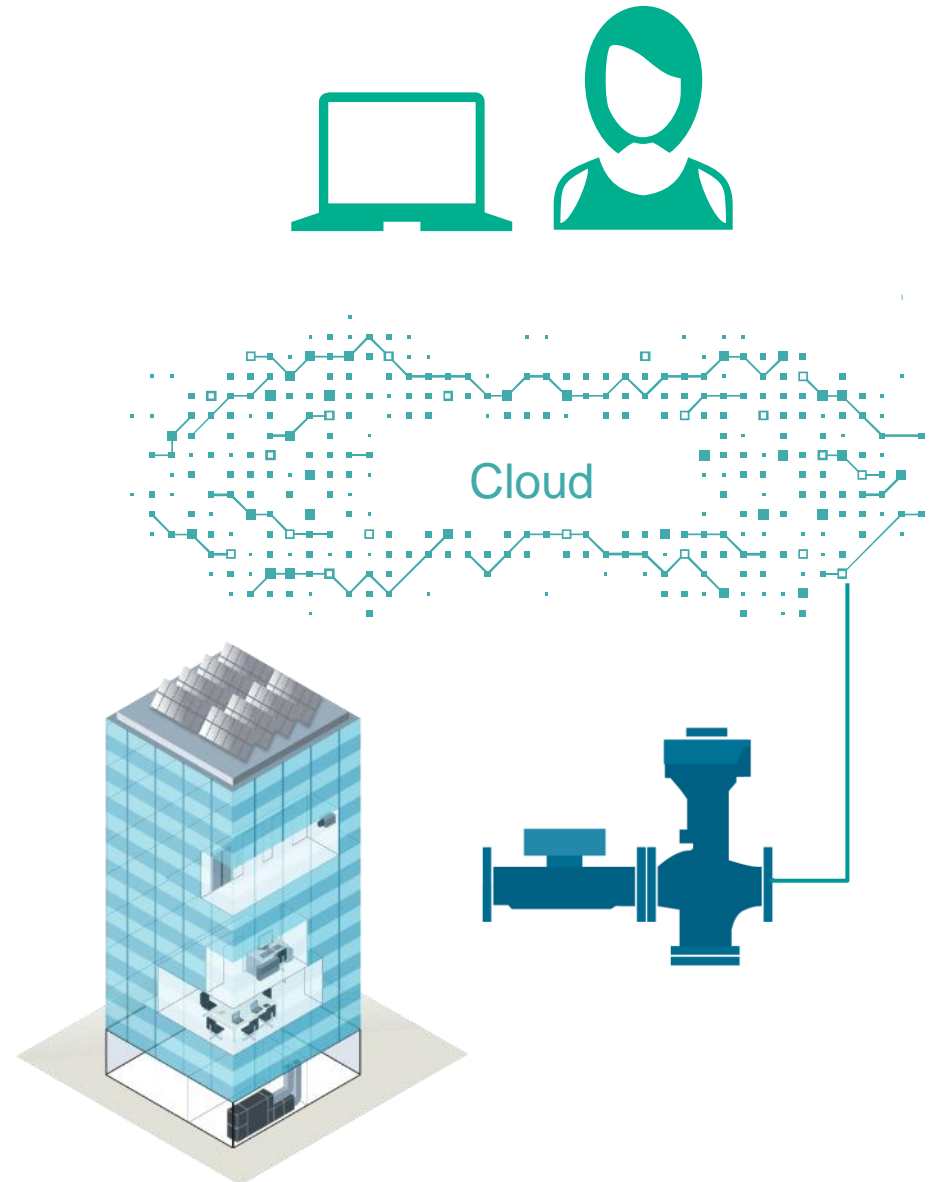
- Load the configuration devices and test them online

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Use case 4

Remote operations for intelligent valve

The building' users complain about a low temperature in the rooms of the site. They ask Rita to increase the temperature in a short time.
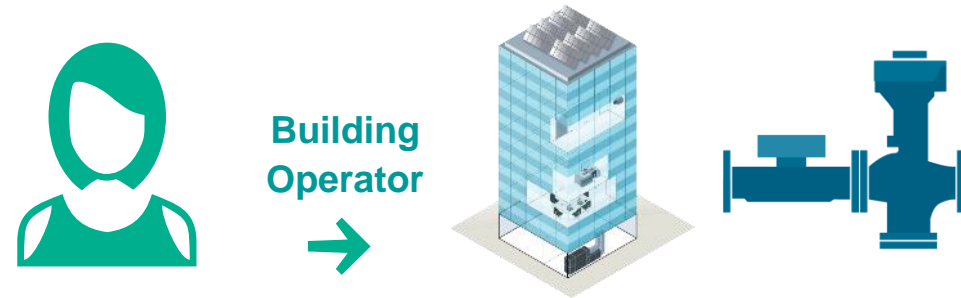
How can she rapidly solve the issue?

Cloud

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Solution 4

Remote operations for intelligent valve

- Access remotely to customer site via Building Operator

- Act on the setpoints connected to the intelligent valve

- Change the minimum volume flow

Building Operator

Siemens CS Cloud - Rack 4 - EV-100.E - iValve

📍 Zählerweg 5, 6300 Zug, Schweiz

🔍 mi

	Name ∧	Description	
∧ FDV7301	FDV7301 - Siemens CS Cloud - EV-100.E	🔄 23 Weeks
B0600'R'Flr003'R7101x0100'HVAC'VlvCtl'EnTRtLm Enable return temperature limitation		No
B0600'R'Flr003'R7101x0100'HVAC'VlvCtl'EnVflMin Enable minimum volume flow		No
B0600'R'Flr003'R7101x0100'HVAC'VlvCtl'VflMin Minimum volume flow		0 m³/h

Minimum volume flow

0 m³/h
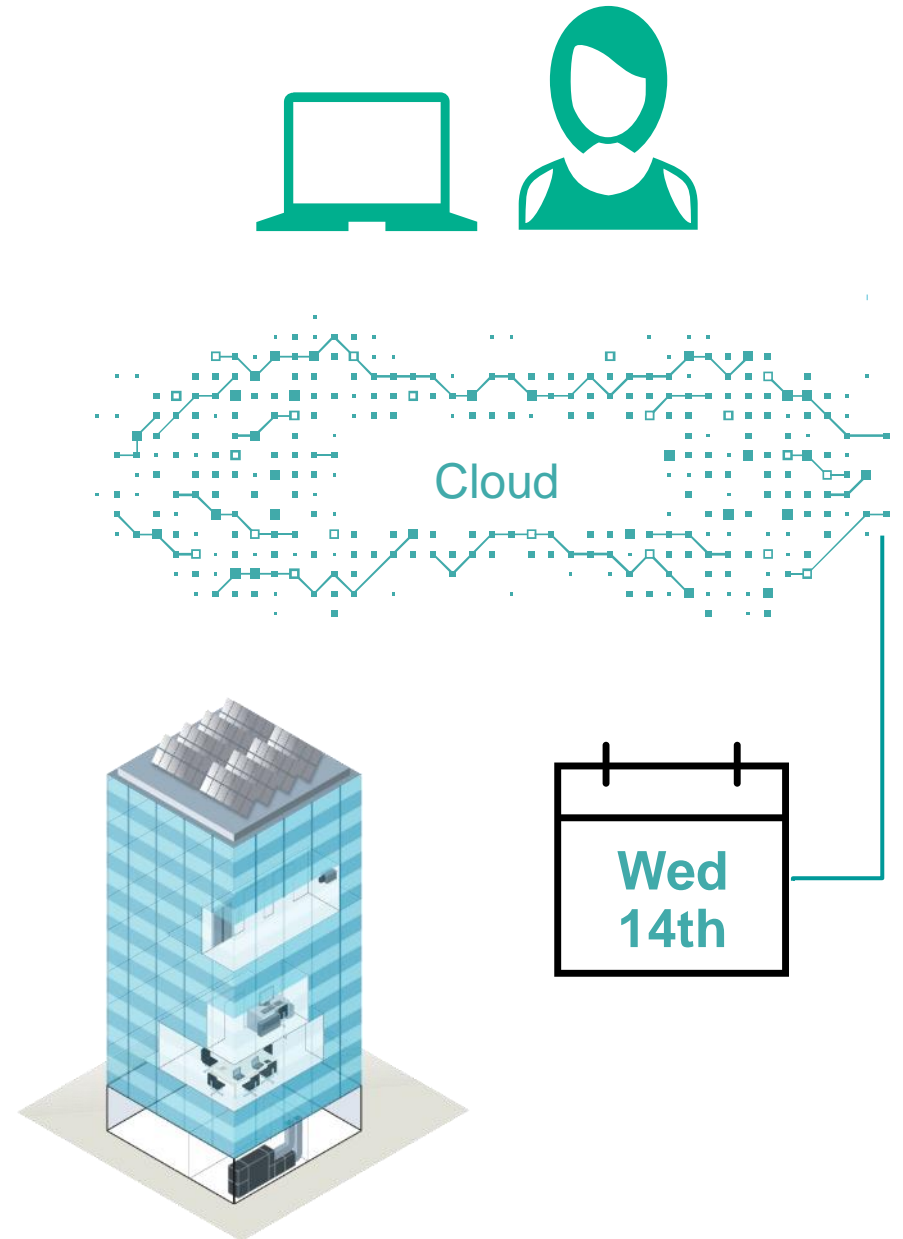
Manual override ∧

| − | + | 14 | × | ✓ |

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Use case 5

Remote operations for scheduling

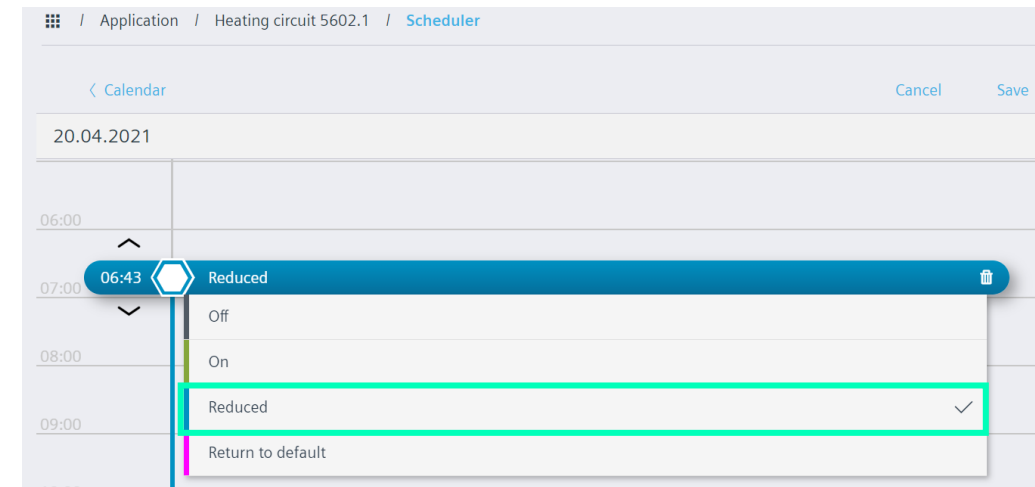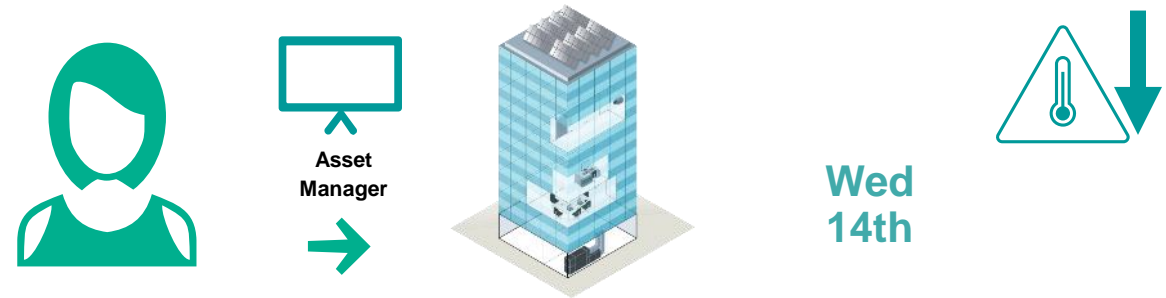A customer has an external company event next Wednesday and asks Rita to reduce the heating on site for the day.

Does she need to travel?

Cloud

Wed 14th

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Solution 5

Remote operations for scheduling

- Access remotely to customer site via asset manager

- Initiate connection via Web Interface

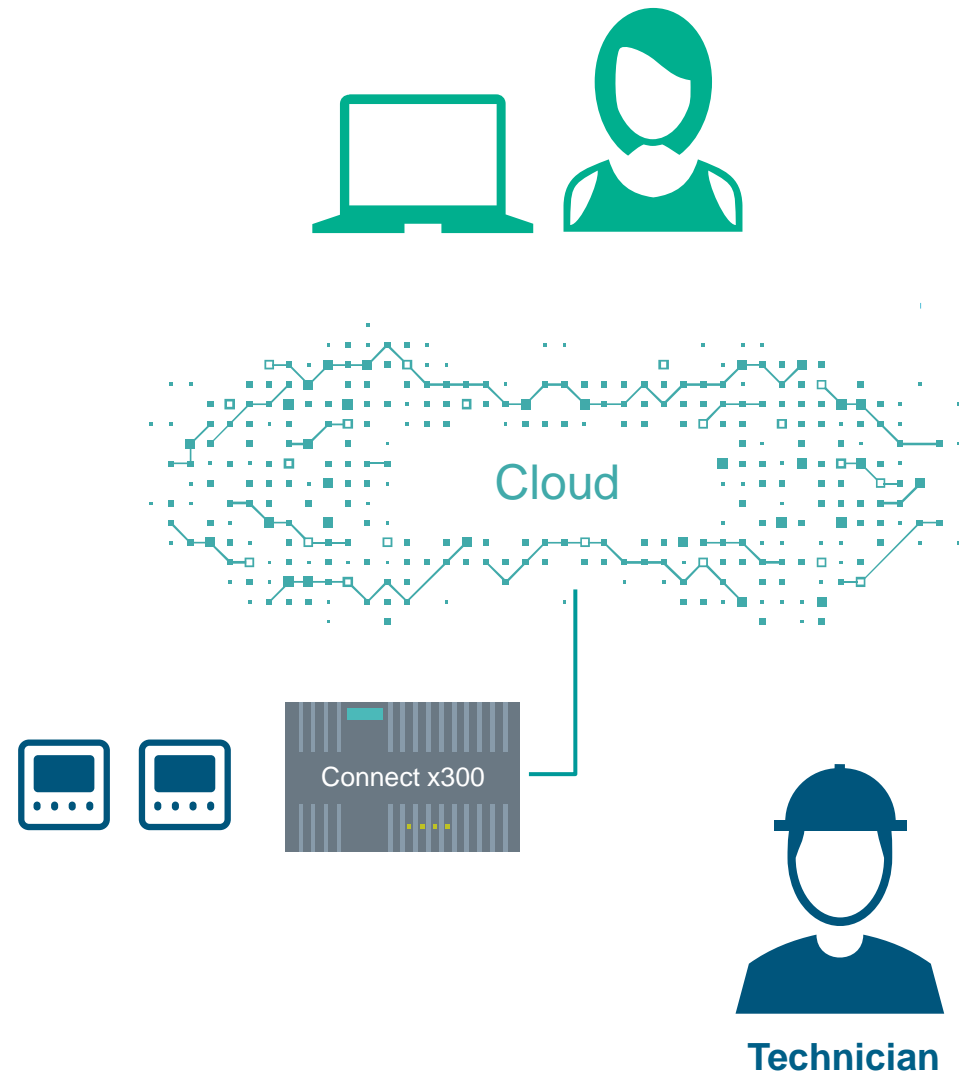- Schedule an exceptional reduction of site heating on the selected date

Asset Manager

Wed 14th

Operational	5
DEVICE STATE	EVENTS

Device
▶ Field bus
▶ Application
▼ Global
  ▼ Geographical
    ▼ Building 0600
      ▼ Heating
        ▼ Heating circuit 5602.1
          Valve
          Pump
          Scheduler
          Plant state
Functional

⠿ / Application / Heating circuit 5602.1 / Scheduler

‹ Calendar   Cancel   Save

20.04.2021

06:00
07:00   06:43   Reduced
08:00   Off
      On
09:00   Reduced ✓
      Return to default
10:00

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Use case 6

Remote engineering for Gateway configuration

A customer would like to add data points to its Connect x300 gateway.

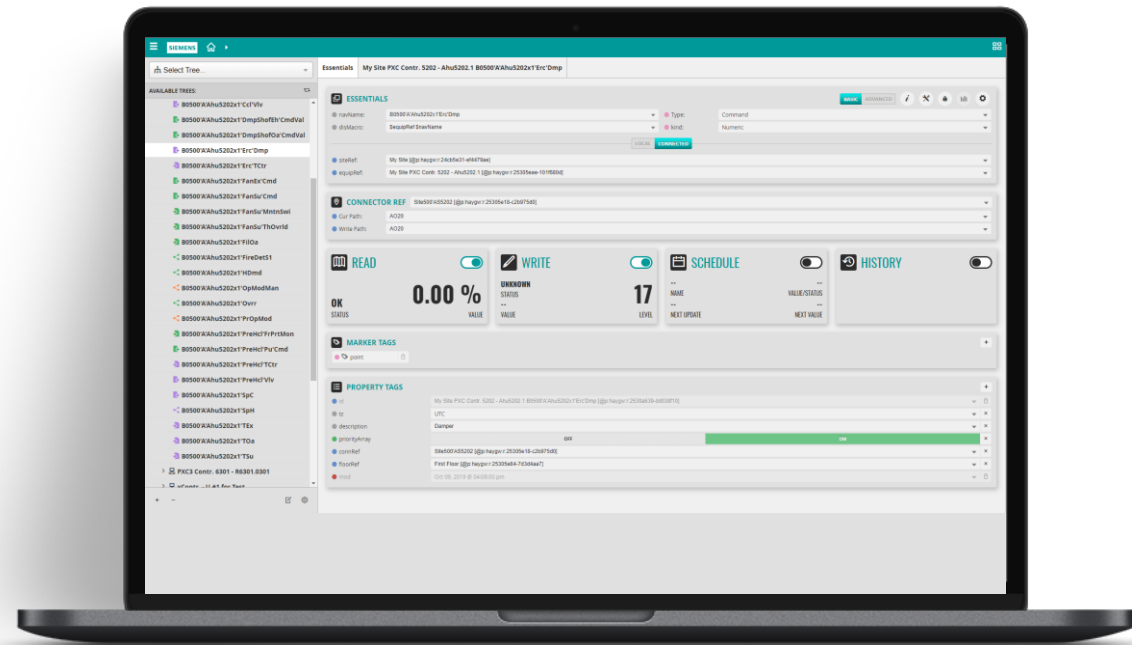The technician has already installed the gateway and asks Rita to engineer and commission it from remote.

Cloud

Connect x300

Technician

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Solution 6

Remote engineering for Gateway configuration

- Access remotely to customer site via Building Operator Discovery

- Open the haystack gateway project
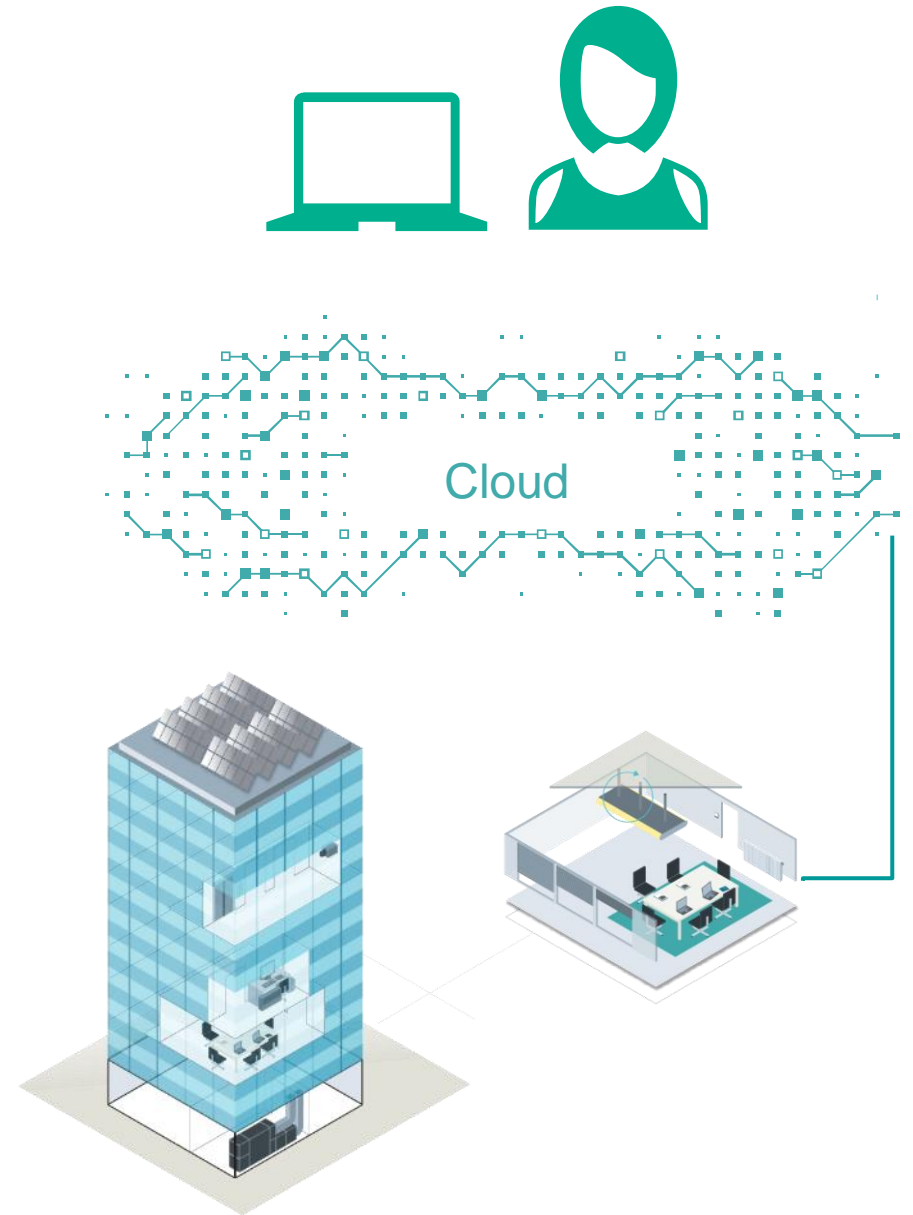
- Add data points to the Connect x300 gateway

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Use case 7

Remote room monitoring

A customer would like to see what are the current temperature and ventilation values in a specific room of the building site.
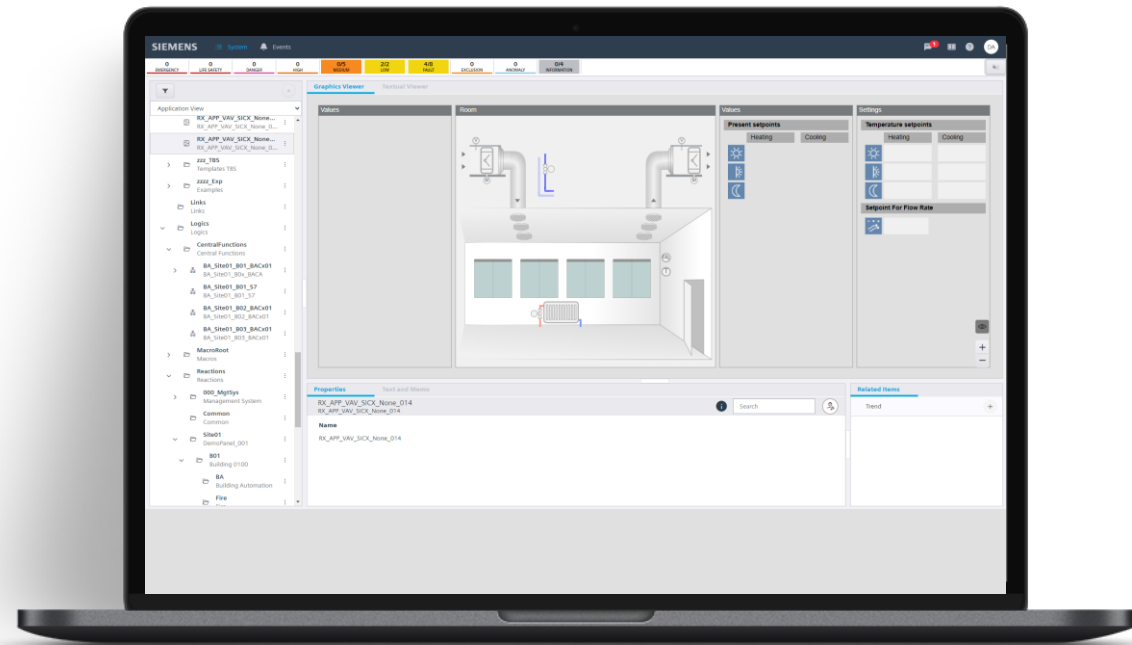
How can Rita rapidly show to the customer the current room situation?

Cloud

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Solution 7

Remote room monitoring

- Access remotely to customer site via Desigo CC Flex Client

- Select the specific room

- See the full functionalities of the room and their location with 3D graphic viewer

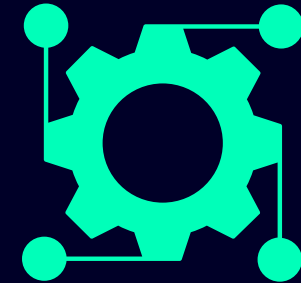**SIEMENS**

Highlights of Desigo Remote Access

Easy and Secure Access

- Remote connection via cloud without intrusive IT infrastructure changes
- Built in features to enable security

Saving Travel cost and Time

- Perform your basic operation and monitoring tasks from anywhere
- Engineer and Commission PXC4/5 devices anytime

Intuitive Engineering

- Get things done better, faster, easier and more reliably
- Better collaboration of the experts and on-site technicians and increased customer satisfaction
- Remote engineering allows resource allocation in the company more efficient way

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BACK-UP

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Desigo Remote Access

Target Customer: Solution partners experts & Systems integrators technicians

Persona: Field Service Technician & Commissioning engineer

JTBD:
- Respond to technical issues and unplanned maintenance
- Engineer and configure the devices from remote

Features:
- ABT Site remote engineering
- Firmware updates of PXC4 and PXC5
- Remote web access to PXC4 and PXC5
- Self administration
- Real-time visibility
- Command data points via web interface or ABT Site
- Collect and download data of Intelligent Valve

Limitations:
- Only for PXC4 and PXC5
- View live and historical values at data point level

Further information:
- Intranet Page PXC4 & 5
- Cloud Terms Page

Subscription model

Standard*
Base subscription for 1 year (paid upfront)

- 1 site
- 10 connected devices

Order number: P55811-Y110-A100

Free trial*
Free of charge; trial up to 6 months

- 1 site
- 10 connected devices

Order number: P55811-Y111-A100

* hardware sold separately

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