

Cerberus Cloud Apps

Type 2: Auto renewable subscription



Cerberus Cloud Apps allows fire safety maintenance companies to monitor, maintain and remotely connect 24/7 to all their networkable Cerberus Pro fire protection systems. Cerberus Cloud Apps are composed of the:

- **Cerberus Portal (incl. Cerberus Tunnel):** Online web portal for real time overview and status of all sites including the tunnel for 1-on-1 connection to a specific site for remote troubleshooting.
- **Cerberus Connect app and Cerberus Test app:** Mobile applications allowing end customers and service engineers to stay in touch with their connected Cerberus PRO fire protection systems and to test fire system peripherals.

URL

<https://cerberusportal.siemens.com>

Multi-site overview (Cerberus Portal, Cerberus Connect app)

Provides an overview of all connected sites, as well as connectivity state and aggregated event state on each of the connected sites.

Real-time visibility and operation (Cerberus Portal, Cerberus Connect app)

Provides operation and real-time updates of connected sites.

Data history (Cerberus Portal, Cerberus Connect app)

Automatically logs and stores values and events on all panels connected to the Cloud Service. It presents the data history in a table to view the trend over different time periods, while also highlighting potential issues requiring user attention.

Remote web access (Cerberus Tunnel)

Remotely accesses available web applications residing within the remote control network at the connected site to remotely troubleshoot a Customer's panel, pre-configure a panel or apply changes to the configuration in accordance with local regulations.

Self-administration

Allows administration by the Customer. New users can be invited to access the Cloud Service once the administrator has signed up the company for the Cloud Service and activated a subscription.

User management

Provides role-based access control.

Data hosting

Stores and processes personal and non-personal data in data centers located in Ireland. For information regarding processing of personal data Customer may refer to the Data Processing Terms.

Device management

Manages Siemens Cloud-enabled devices.

Data export

Exports user data to a .csv file.

Browser push notifications

Receives browser push notifications, if desired and browser enabled, as pop-ups at the bottom of the browser screen on each new incident.

SMS and email notifications

Sets SMS and email notifications to a required recipient. It triggers an SMS and/or email on each new incident.

Panel information

Displays information from all panels available on the fire panel network, including panel count, software, ID, type and Customer text.

Subscription management

View, manage, review, and cancel subscriptions.

Native mobile test application (Cerberus Connect app)

Mobile application available on iOS and Android to efficiently test fire peripherals.

Immediate feedback from tested device (Cerberus Connect app)

Provides users immediate feedback from a device tested with mobile app service.

Hands-free text to speech functionalities

Hands-free text to speech functionality when using the testing mobile app service.

Device view

Information on connected devices is displayed in an overview. From this device view, simple test plans and site reports can be created.

Test/Inspect (Cerberus Portal, Cerberus Connect app)

With a test plan, devices in a building can be tested and documented based on a preassigned list. The test plan can be printed and archived.

Push notification (Cerberus Connect app)

Receives push notifications, if desired, as native push messages in the mobile where the Cerberus Connect app is installed.

DFT (Disturbance-Free Test)

Enables self-testing of DFT capable devices (e.g., automatic detectors) via Cerberus Portal.

Subscription

Pricing model

Standard

The standard subscription plan is the regular, scalable offering for this Cloud Service. The subscription term is twelve (12) months with automatic renewal; the Cloud Service fee is paid in advance. The Cloud Service can be cancelled any time, effective with the end of the current subscription term.

Add-on

Add-on subscriptions scale the capabilities of the Cloud Service. The Cloud Service fee is on a pro-rated basis for the current subscription term and is included in the Cloud Service fee of the Standard subscription as of the next billing period. The customer can also scale down the service (considered as of the next billing period).

DFT Add-on

Disturbance-Free Test (DFT) device to benefit from self-testing.

Renewal

The subscription term renews automatically for twelve (12) months.

Free Trial

New Customers may test the Cloud Service offering at no charge for 6 months. The free trial offers full functionality and automatically switches to a paid subscription at the end of the trial period unless the Customer cancels the Cloud Service during the trial period. There are no refunds for expenses or materials in the event the Cloud Service is discontinued after the free trial.

Any Connected Device (i.e. hardware gateway) required for the free trial must be purchased separately and is not considered part of the free trial.

Extended Use entitles Customer to authorize its Affiliates and third parties to access and use the Cloud Services in accordance with the rights set out in the Terms and Conditions.

Subscription plan

	Standard	+	Add-Ons	DFT Add-On
Sites	Unlimited		Unlimited	Not included
Connected panels	1		1	Not included
Remote web access connections	Included		Included	Not included
Mobile test application	Included		Included	Not included
Data history	Enabled		Enabled	Not included
Subscription term	Annually, auto-renewal		Annually, auto-renewal	Not included
Billing term	Annually, upfront 6-months free trial for initial subscription term		Annually, upfront prorated for current subscription term	Not included
Connected Devices	To be purchased separately		To be purchased separately	Not included
Cerberus Connect app	Included		Included	Not included
DFT functionality	Not included		Not included	Includes license for 1 DFT capable device

Supported Connected Devices

The Cloud Service is currently compatible with selected commercially available Connected Devices from Siemens. A description of the available Connected Devices is provided as described below. The Customer is responsible for installing the Connected Device at the site and any associated costs to perform said Cloud Service in accordance with related documentation for the Connected Device.

	List of supported Connected Devices
Connect X200 Connect X300	<p>The Connect X200 is powered with DC 24V or AC 24V and may require an enclosure.</p> <p>The Connect X300 is powered with DC 24V and may require an enclosure.</p> <p>The Connect X200 and the Connect X300 include embedded software (for example, firmware and factory installed applications collectively referenced herein as Connect Software) to supply building equipment data to this Cloud Service.</p>

Web browser and viewing devices

Chrome and Firefox are recommended to use the Cloud Service, but other standard browsers might also serve this function. Screen resolution of 1920x1080 pixels or higher is recommend for best user experience.

Internet connection

The bandwidth of your internet connection determines the performance of the Cloud Service.

Mobile applications

An active subscription and panel connection is required to use the mobile test application.

Ordering Process for the Subscription

To order the Cloud Service for the first time, Customer needs to request a quote from its Siemens sales representative. Customer will receive a link to the shopping cart. Customers need to choose the payment options as well as accept the Terms and Conditions to start using the Cloud Service. The "Terms and Conditions" consist of the Building Products Specific Terms, the Siemens Universal Customer Agreement, the Acceptable Use Policy, the Siemens Data Processing Terms, this Product and Service Data Sheet and any other Supplemental Terms which may be referenced in either of the mentioned documents. Customers can upgrade, downgrade, and cancel the Cloud Service directly in the Subscription Manager store <https://subscribe.siemens.com>.

Ordering Connected Devices

To order Connected Devices the Customer may request a quote from its Siemens sales representative.

In case you already have an account on <https://mall.industry.siemens.com> you may also order electronically.

	Order number	Article type	Description
Standard service	P54811-P101-A1	FSC-CCA-STD	See above
Add-On service	P54811-P102-A1	FSC-CCA-ADD	See above
DFT Add-on service	P54811-P110-A1	FSC-CCA-DFT	See above
Connect X200 gateway	S55842-Z131-A100	CXG3.X200	Connect X200 for building data integration. Note: Power supply enclosures and related accessories (DIN rail, wires and materials for the connected site) are not included!
Connect X300 gateway	S55842-Z121-A100	CXG3.X300	Connect X300 for building data integration. Note: Power supply enclosures and related accessories (DIN rail, wires and materials for the connected site) are not included!
Mobile applications	The mobile test application is not ordered through Siemens but can be downloaded from the Google Play store for Android devices and App Store for iOS devices. There is currently no license fee for the Mobile Application.		

General Contractual documents	Document ID
Cerberus Cloud Apps Product and Service Data Sheet (Type 1)	A6V12027060
Cerberus Cloud Apps Product and Service Data Sheet (Type 2)	A6V12027059
Building Products Specific Terms	A6V13131423
Siemens Universal Customer Agreement	N/A
Siemens Acceptable Use Policy	N/A
Minimum Terms	A6V13326068

Data Privacy Terms can be downloaded here:

<https://www.siemens.com/si/cloud/terms>

Data Processing Documents	Document ID
Data Processing Terms	N/A
Data Processing Agreement Attachments	N/A

Data Processing Documents can be downloaded here:

<https://www.siemens.com/dpt/si>

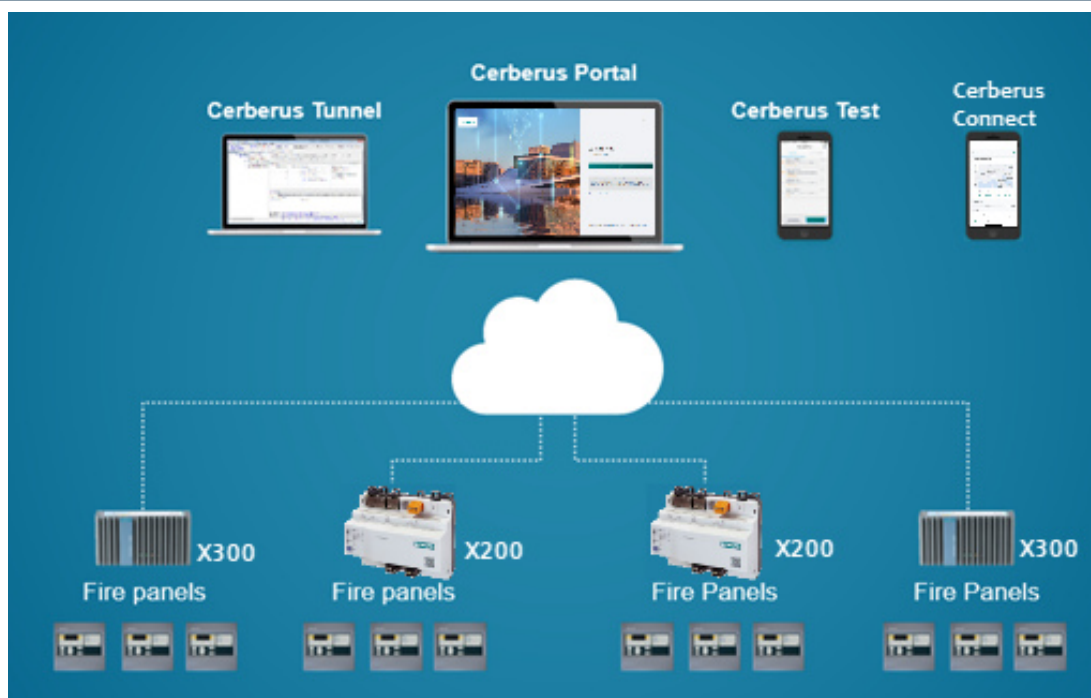
Technical documents	Document ID
Connect X200 data sheet	A6V11974867
Connect X200 quick install guide	A6V12016567
Connect X300 data sheet	A6V11473182
Connect X300 quick install guide	A6V11508811
Accounts application user guide	A6V12050070
Devices application user guide	A6V12060067
Cerberus Cloud Apps user guide	A6V12237003
Cerberus Cloud Apps engineering guide	A6V11382550
Cerberus Cloud Apps cyber security guideline	A6V12131428

Technical documents can be downloaded here:

<http://siemens.com/bt/download>

Related documents such as environmental declarations, CE declarations, etc., can also be downloaded at the following Internet address:

www.siemens.com/bt/download



Specific terms

Third-party Terms for Use of the Cloud Service

Software may contain third-party software, technology, and other materials, including open-source software, licensed by third parties under separate terms (“**Third Party Terms**”) which are specified in the “read me” files, header files, notice files, or similar files. Third Party Terms shall prevail with respect to the respective technology. If and to the extent required by Third Party Terms, Siemens will provide the source code for the respective technology upon written request and payment of any shipping charges by Customer.

High Risk Use

The Cloud Service is not designed to be used (i) for the operation of or within a High Risk System if the functioning of the High Risk System is dependent on the proper functioning of the Cloud Service and (ii) where the outcome from any processing of data through the use of the Cloud Service is beyond Siemens’ control. High Risk System means a device or system that requires enhanced safety functionalities such as fail-safe or fault-tolerant features to maintain a safe state where it is reasonably foreseeable that failure of the device or system could lead directly to death, personal injury, or catastrophic property damage. Customer shall refer to restrictions set forth in the Terms and Conditions.

Service Level Agreement

Siemens will use commercially reasonable efforts to maintain the availability of the Cloud Services. Contact your local Siemens representative for support requests.

Support

Customer support can be contacted via the support request wizard at any time. Link: (<https://support.industry.siemens.com/cs/ww/en/my>).

Customer support operates during normal office hours, typically Monday through Friday, 8:00 am to 5:00 pm, excluding national and local holidays. Support is available in English and in the local language in most countries.