

YCS 472, 474: Digital Services – Customer Portal

SAUTER Customer Portal: Single information platform for seamless interactions and efficient customer service

The SAUTER Customer Portal offers customers a uniform information platform with essential building information and contact data. This gives asset and service managers a comprehensive, consolidated, high-level overview of information such as room utilisation, energy consumption, CO₂ emissions, system statuses, operating costs and service information for their buildings and premises.

In the dashboard of the Customer Portal, status information, key figures, maintenance schedules and maintenance information can be visualised using KPI and timeline widgets. In addition, documents such as licences, subscriptions and maintenance contracts can be provided on the dashboard for downloading.

In conjunction with SAUTER Remote Management, it takes the customer directly to the local systems in order to use detailed information, specific settings and the local building management system with all its functions.



SAUTER Cloud

Features

- Customer dashboards with information widgets about the building location, room comfort, CO₂ emissions, energy consumption, room utilisation, building capacity and room capacity
- KPI widgets for key figures and trends
- Timeline widget for displaying maintenance schedules, including detailed information and maintenance documents
- Display of higher-level alarms and messages
- Area for maintenance schedule planning with status change and documentation options
- Automatic email notification of maintenance activities and status changes
- Information about contracts and services, such as licences and maintenance contracts
- Provision of service reports and system analyses as well as maintenance and refurbishment proposals
- Customer- and system-specific optimisation proposals
- Link to SAUTER Remote Management

The features described can be implemented by the SAUTER service departments using the Customer Portal. The scope of functions is completely flexible, depending on the service pack offered and agreed with the customer.

Overview of types

Type	Description
YCS472F200	Digital Services — Customer Portal annual subscription with automatic renewal
YCS472F600	Digital Services Bundle, consisting of Customer Portal subscription (YCS472F200) and Remote Management subscription (YCS452F200), annual subscription with automatic renewal
YCS474F200	Digital Services upgrade with the Customer Portal for existing Remote Management subscription; prerequisite is a valid Remote Management subscription (YCS452F200)

💡 As with all SAUTER Cloud applications, the licence for the Customer Portal is provided via an annual subscription. Customers who already use SAUTER Remote Management can upgrade to the Customer Portal subscription

💡 YCS474F200: The upgrade is based on the DSRM period of the subscription

Users

The dashboards of the Customer Portal provide a platform for customisation by the service departments of the SAUTER branches and sales partners. This makes it possible to implement the various SAUTER service offers and models on a country- and department-specific basis for different users at the same customer.

Asset-managers

The following information is available to asset managers along with higher-level information from SAUTER Vision Center (SVC):

- Room utilisation
- Energy consumption
- CO₂ emissions for calculating the building's CO₂ balance



- Operating costs

When there are multiple premises, these can also be evaluated and compared using KPIs.

Facility managers

Facility managers (operators) have direct information on the status of the system, alarm messages and service information. They can also access detailed SVC information by integrating Remote Management.

Contract and service managers

Service reports, maintenance schedules, action plans and optimisation proposals can be stored in individual service, timeline and document widgets. Status messages on planned, ongoing and completed service activities can also be displayed to the customer.

Remote Management gateway

The SAUTER Universal Gateway (YCS451F020) can be used together with the Remote Management Connector (YCS451F010) as a Remote Management gateway and also offers the option of sending data to the Customer Portal. SVC-independent data transfer from smaller sites, for example, is therefore possible.

With the accessories YCS455F312 and YCS455F314, protocols for BACnet, Modbus, MBus and MQTT, among others, are available for the Universal Gateway.

Preconditions

- PC or mobile end device with access to the SAUTER Cloud
- SAUTER Vision Center (SVC) on site or Vision Services in the cloud
- SAUTER IoT Edge VM module on site or Remote Management
- SAUTER IoT Azure protocol (YCS455F310) for the Universal Gateway Customer Portal



Note

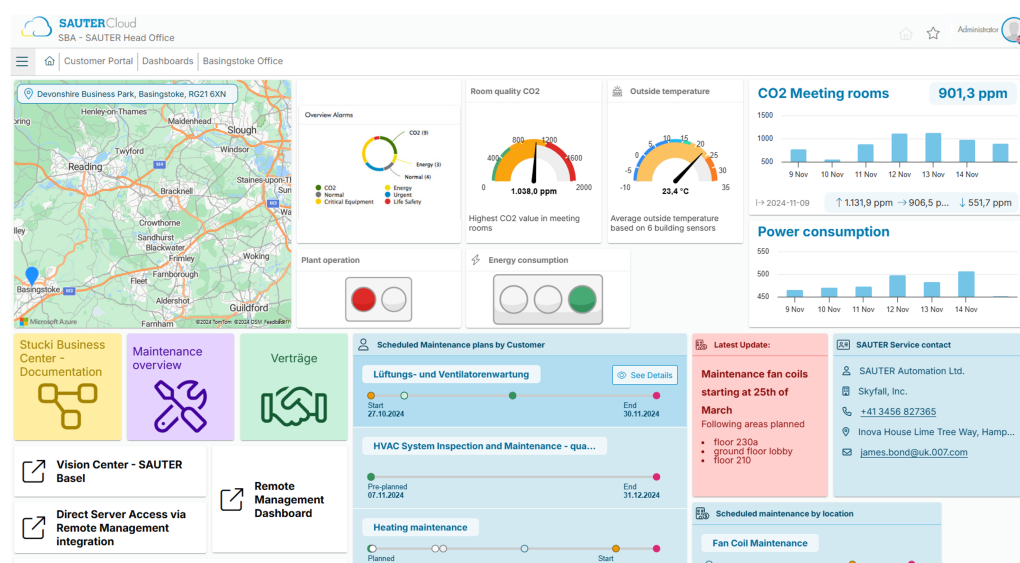
To display SVC information, SVC version 8.1 or higher and the SAUTER IoT Edge module must be installed locally.

For SAUTER Vision Services in the cloud, an MBS Cloud basic subscription (YCS2*0F2*0) or Vision Services Energy (YCS321F2*0) is required.

A direct SVC connection does **not** always have to be installed, as Remote Management can also be used to access local installations directly.

This means access to the Digital Services is via a browser (Microsoft Edge, Mozilla Firefox or Google Chrome) and is independent of the operating system, hardware and location.

Customer Portal dashboard



Planning of maintenance schedules (timeline widget)

The maintenance schedules and status information stored by service managers can be displayed for the customer using the timeline widget. Both individual and multiple maintenance tasks and sites assigned for the customer are displayed.

Detailed information is available directly via the timeline widget. In addition, maintenance documents such as checklists, reports and service instructions can be made available for download.

Data security

The SAUTER Cloud applications are based on Microsoft Azure and are operated at a Microsoft computer centre in Europe.

Additional information

Document	PDS no.
YCS 200...210: Mobile Building Services (MBS)	A0.200
YCS 451...453: Digital Services – Remote Management	A1.100
YCS451F020: Universal Gateway	A1.400
YCS 320...325: Vision Services	A0.100
YZP 480...495: SAUTER Vision Center (SVC)	99.480