

A nighttime cityscape with illuminated buildings and a river. Overlaid on the scene are digital graphics: a line graph with two data series, several floating laptop icons, and a network of glowing nodes connected by lines. Light trails from a bridge and buildings create a sense of motion and connectivity.

**SIEMENS**

*Ingenuity for life*

## Customer Web Portal

Access your own system whenever you need it.

Our Customer Web Portal puts the power of the Internet to work for you. You'll be able to access your own fire protection, safety, security or building automation system any time from anywhere using our remote connection and your credentials. Once logged in, you'll have access to your equipment and can make changes as if you were working on a management station. With 24/7 access, you can nip potential problems in the bud so that system availability is maintained.

[siemens.com/bt/services](http://siemens.com/bt/services)

# Secure access when you need it.

## Your benefits at a glance

- Access your system from anywhere you have the Internet
- Full transparency
- High security standard with end-to-end encryption
- Remote dial-in for your staff

### Save time with remote services

The Customer Web Portal uses the same remote connection that has been set up for our specialists. This secure connection gives you access to your systems and enables you to capture and/or adjust the most important parameters. With such ready access, you'll be able to take a proactive approach so you can catch problems before they escalate, optimizing equipment uptime and increasing system performance.

### Be independent

You can connect to the Customer Web Portal from anywhere you have the Internet. You'll have 24/7 access to your equipment across all your locations. We also provide useful tools that can increase your productivity.

### Customer-controlled access

You always have full control over remote access to your systems. You can explicitly block access to particular targets if necessary or grant access only when there is a specific need.

### Very high platform availability

Three fully redundant data centers in Germany, Singapore and the United States ensure optimal availability of the Customer Web Portal.

### Global support organization

Our specialists are available if you have questions or need additional support.

### IT security

We ensure the highest level of security for the Customer Web Portal by conducting regular audits and maintaining ISO/IEC27001 information security approval.

- The Siemens Cyber Emergency Readiness Team (CERT) is a reliable independent in-house partner who develops preventive security measures and conducts regular audits of our IT information to check information security.
- We were one of the very first organizations anywhere in the world to establish an information security management system (ISMS) at an international level.

### cRSP

To read more about Siemens common Remote Service Platform (cRSP), please click on the following link to download the cRSP flyer:

<https://sie.ag/2jHU272>

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