Niagara Cloud Services

Backup as a Service (and Asset Manager)
Tridium Talk Agenda

• Niagara Cloud (5 min)
  • Cloud Benefits

• Backup-as-a-Service (10 min)
  • Why Backup Service?
  • Features and Benefits
  • How to get started?
  • Architecture
  • Value Proposition
  • Asset Manager

• Demo? (15 min)

• FAQs (5 min)

• Q&A (q.s)
Benefits of Cloud Services

**Customers**
- Lower upfront costs
- Reduced lock-in
- Flexibility – scale up or down
- Pay only for what you use
- Automatic Updates
- Security
- Collaborative

**Providers**
- Increased revenue
- Predictable revenue
- Sell more services
- Improved customer service
- Better customer relationships
- Collaborative
Why Backup Service?

“It’s a BIG DEAL if they can’t find their latest backup…”

“It could be a week old and there will be a lot of changes in a week. ... we get a little lax [about backups] sometimes too, cause you get busy…”

“[We back up] the whole kit & caboodle.”

HVAC Contractor, Minnesota

Back up your data and safeguard your business with Niagara Cloud

“A large HVAC Contractor and Engineering Firm from Maryland

We lose backups - We do backups of their machines, they upgrade their machines. and then we don’t know where it is at. Then backups age. Problem occurs years later. Then we ask questions like “Hey do you have his old laptop from 5 years ago?”

“A facilities manager for a campus in Minnesota

“A large distributor, Minnesota

It can take $10K worth of man hours to recreate a device if its backup can’t be found

HVAC Contractor, Maryland, on the idea of backups with SMA

“Of the customers we serve, probably 1-2 a year have a failure from which they cannot recover due to not being able to find a backup…”

“A Niagara Carbonite service would be nice…”

Automated HVAC Controls Company in Minnesota

As a part of the Maintenance agreement - regular visits are used for backups.

System Integrator and Engineering Firm from Virginia
Introducing our first Niagara Cloud offering

Backup as a Service
BaaS provides seamless, secure and scalable backups of Niagara stations from the devices to the cloud.

Any good cyber security approach should include backing up your critical infrastructure. JACEs and Supervisors are a part of mission critical infrastructure.
With Niagara Cloud, when a Niagara station hardware failure or corruption happens, any backup—latest or historic—can be tracked and downloaded 24/7/365 by authorized individuals from the Asset Manager, and then manually installed on the device to restore.

A failsafe environment for your data
## Backup as a Service Features

<table>
<thead>
<tr>
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<th>Feature Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Bundled with existing SMA</td>
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<td></td>
<td>Included with your SMA if you have N4.3. Buy more storage if needed</td>
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<tr>
<td>2</td>
<td>Initiate JACE backups with 1 GB of cloud storage</td>
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<td></td>
<td>Supervisor backups with 5GB of storage</td>
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<td>3</td>
<td>Automatic/Scheduled or manual backups</td>
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<td>Time, event or manual triggers for the backups</td>
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<td>4</td>
<td>Secure Service</td>
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<td>Data encrypted in transit and at rest.</td>
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<td>5</td>
<td>View, download or delete backups</td>
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<td></td>
<td>Manage your online storage; keep the backups you want;</td>
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<td>6</td>
<td>Add notes to each backup</td>
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<td></td>
<td>Get the context and additional information associated with each backup</td>
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<tr>
<td>7</td>
<td>Backup what you want</td>
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<td></td>
<td>Option to backup alarms and histories; Bog and manifest always backed</td>
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<td>8</td>
<td>Configure Alarms for unsuccessful backups</td>
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<td>Ability to configure alarms so that backup failures never go under the radar</td>
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<td>9</td>
<td>Niagara Community Credentials</td>
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<td>Reduced password fatigue; use your existing credentials</td>
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<td>10</td>
<td>Soft backup limits</td>
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<td>Create backups even when limits are exceeded temporarily by a predefined amount.</td>
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<td></td>
<td>System automatically makes space by deleting oldest backups*</td>
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<td>11</td>
<td>For Niagara 4.3</td>
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<td>Makes a case for an upgrade; Cloud connectivity comes built in</td>
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Back up your data and safeguard your business with Niagara Cloud
Set up
System integrators simply install/configure cloud connectivity software on the JACE, create the end-user profile, register and test backup to the cloud.

Version: 4.3.58.18 or later
D/L Location: software.niagara-central.com

Automation
Devices can be set up to regularly back up securely to the cloud.

The backups can also be taken as-needed, even when devices are set to back up automatically.

Notification
A catastrophic event happens. Configured alarms quickly notify stakeholders about an outage.

Restoration
A previous known good configuration is selected to be downloaded and installed on a new device (or on the existing device, if it is still functioning).

The system can be restored and data recovered much faster because the backups were available.

Back up your data and safeguard your business with Niagara Cloud
JACE connectivity to the cloud is 1-way to the cloud.
BaaS solves your unique challenges

- Removes the need to remember and spend time to run periodic backups of the JACE.
- Removes the need to track down the latest backup of the station when a failure occurs.
- Removes the need to maintain a server to manage and store JACE backups.
Value Propositions for end customers

- **Insurance** against business disruptions risks and costs
- **Ownership** of data and licensing
- Reduced **data loss**
- Reduced **downtime**
- Reduced **labor costs**
Value Propositions for System Integrators

- **Improved reliability** against business disruptions and costs
- **Instant access** to customers’ backups
- **Increased customer loyalty**
- **Increased recurring revenue** from maintenance renewals

Back up your data and safeguard your business with Niagara Cloud
And makes your business stronger

- Reduced downtime
- Reduced data loss
- Reduced labor costs
FAQs

How much does Backup as a Service through Niagara Cloud cost?
Niagara Cloud is bundled with the Software Maintenance Agreement (SMA).

There would also be a premium service we would launch shortly.

What are the version compatibilities of the initial release of Backup as a Service?
Niagara Cloud is compatible with Niagara 4.3 and up.

Would I be able to access my data if my SMA expires?
If you have backed up your devices, you will have a 90-day grace period where you can still download your backups after your SMA has expired.

Where will my data be stored?
Your data is stored in Microsoft Azure in Microsoft’s Data Centers.

Is my data safe?
Your data is encrypted end-to-end—in transit and at rest. This makes it impossible for any third parties to view your data. For the purpose of providing Backup-as-a-Service, the JACE only makes outgoing connections.

What security technologies do you use?
We use AES 256 to encrypt the data, and TLS 1.2 for securing the HTTPS communication.
What is the Asset Manager?

An asset management solution that doesn’t require a spreadsheet

Niagara Community website now comes with a powerful asset manager tool that lets you manage all your installed Niagara licenses from one online location.
Features of Asset Manager

1. Centralized, brand-agnostic view of all Niagara license information
2. Easy access to specific device details through filters
3. Access to device backups via Niagara Cloud Backup-as-a-Service
4. Automatic push notifications of maintenance expirations and renewals
5. Access to Niagara Licensing through single log-in
6. Web-based; 24x7x365 Availability
7. Secure; Roles and permissions built in
License Data at your fingertips

Device Data
• Brand
• Model
• Software maintenance expiration
• Licensed software version
• Software options

Customizable Data
• Owning organization
• Service providing organization
• Project tag
• Address
• Installed software version
• Notes
Value Proposition

**End users**
No more manual updates of spreadsheets containing install information

**Systems integrators**
Maintenance renewal information for all projects from one central location
How to set up and use the backup service

Niagara Community Account
Start with a Niagara Community Account. Create one, if necessary.

Niagara 4.3
Make sure you’re running Niagara 4.3.18.6 or better. Upgrade, if needed.

Install Cloud Connector
Download the Cloud Connector Software from Niagara Central. Install the modules in the modules folder of your Niagara Devices.

Register User
Register the user with Asset Manager. Associate with end customer organization, or create one.

Approval
An end customer organization, needs an approval from the organization that is holding its license.

Register
Register your device for Niagara Cloud Services. You will need the Niagara Central account credentials for this. This automatically registers you for Asset Manager and for backups.

Automate Backups
Configure automatic backups, or alternatively, run backups when needed.

Register
Register to access Asset Manager. This registration will not allow your devices to back up the data.

View and Download Backups
View and download the backups from the web interface.

View and Download Backups
View and download the backups from the Workbench Interface.

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Take your business higher.

Connect to Niagara Cloud.
Thank you