

## Operations Manager

Building X



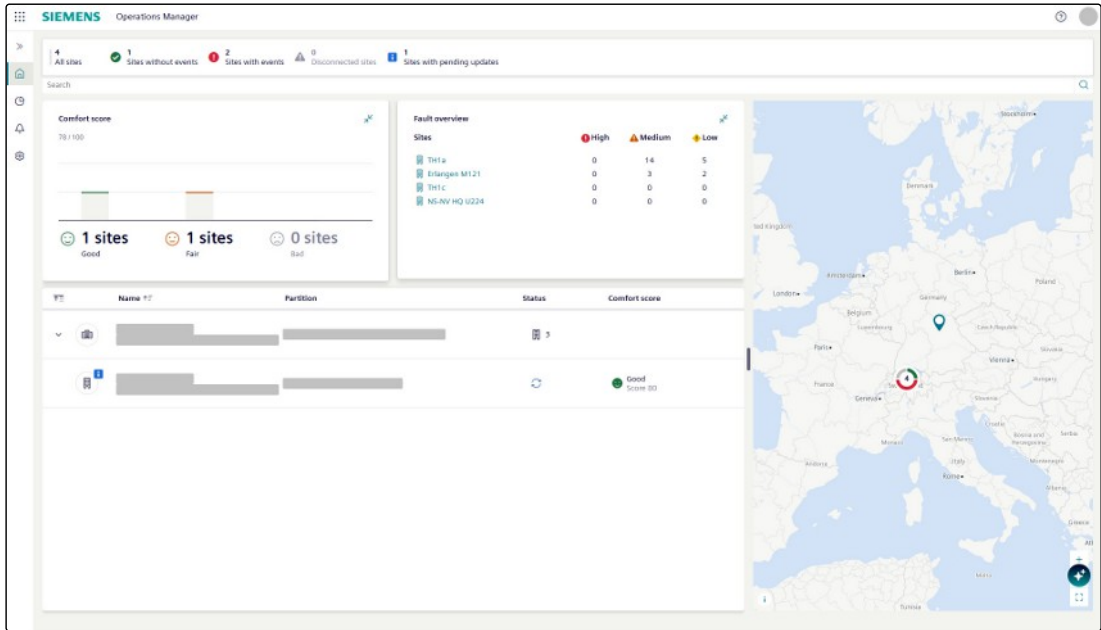
**Operations Manager remotely operates and monitors building equipment including heating, ventilation, and air conditioning as well as applications and meters for a fleet of connected sites.**

- Multi-site overview
- Custom Dashboard visualization
- Event Overview
- Notification Management
- Real-time visibility and operation (data point commanding)
- Data history and trend analysis
- Remote web access
- FDD (Fault Detection and Diagnosis) Root Cause Analysis
- Team Management
- Work Order Management

[buildingx.siemens.com](https://buildingx.siemens.com)

### Multi-site Overview

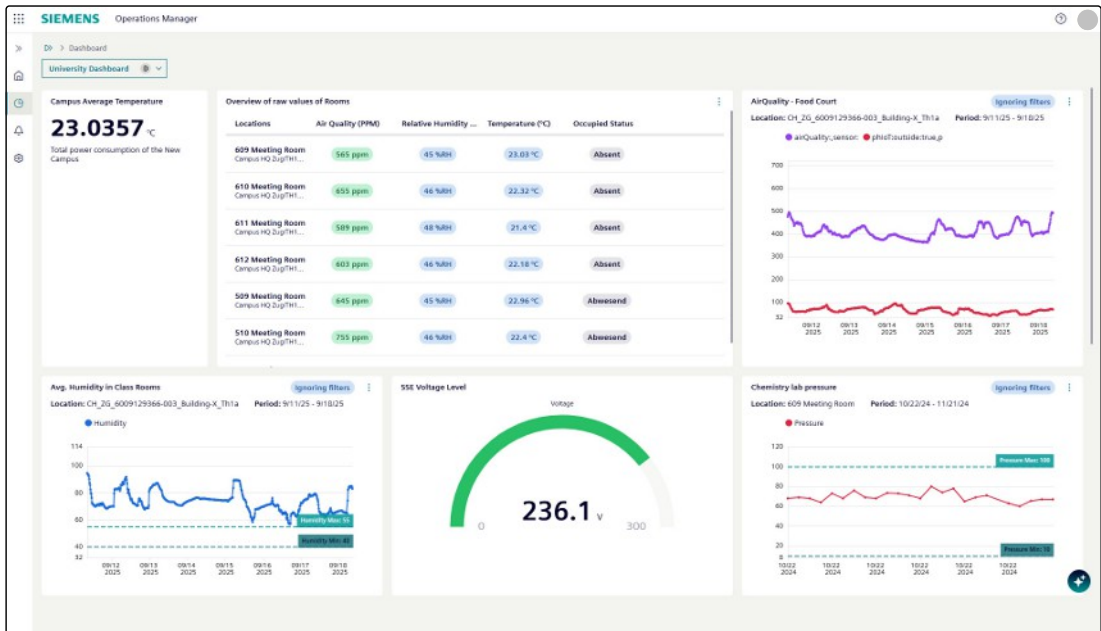
Provides an overview of all sites connected to the Cloud Service, as well as connectivity state and aggregated event state on each of the sites.



### Custom Dashboard Visualization

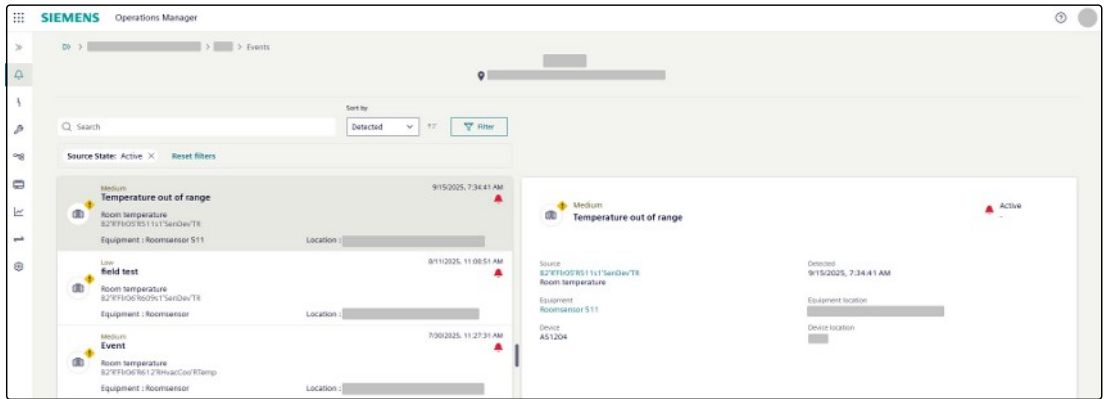
Allows the user to manage and visualize fully customized dashboards directly in Operations Manager.

**Note:** This feature is only available with a Data Visualizer subscription. All dashboards need to be previously configured in Data Visualizer.



### Event Overview

Provides an overview of all pending events and alarms within a building or across a fleet of sites to quickly identify the most important issues and resolve them.



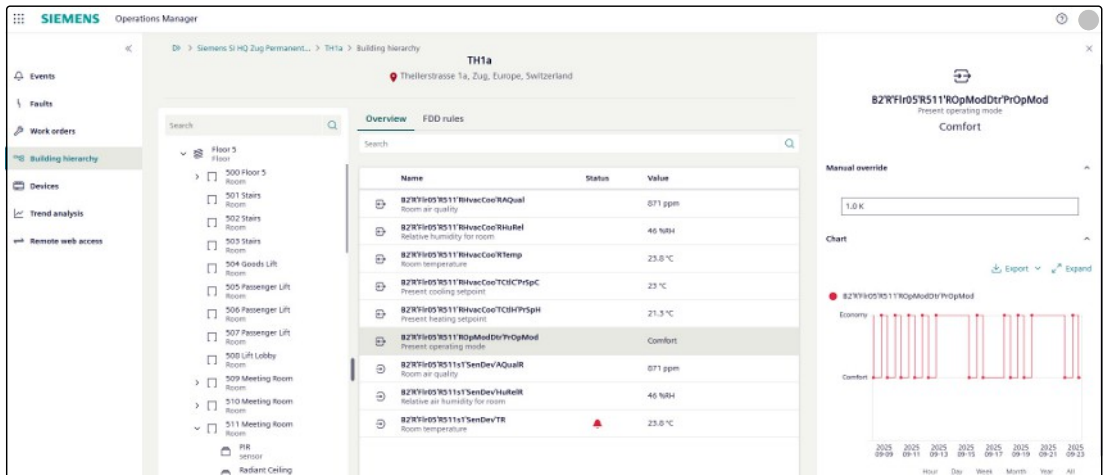
## Notification Management

Notify individuals or groups of users of the newly triggered events or FDD Faults. Users can define the notification rules and receive the notifications via email and/or SMS.

**Note:** Group notification is only available for Standard Subscription.

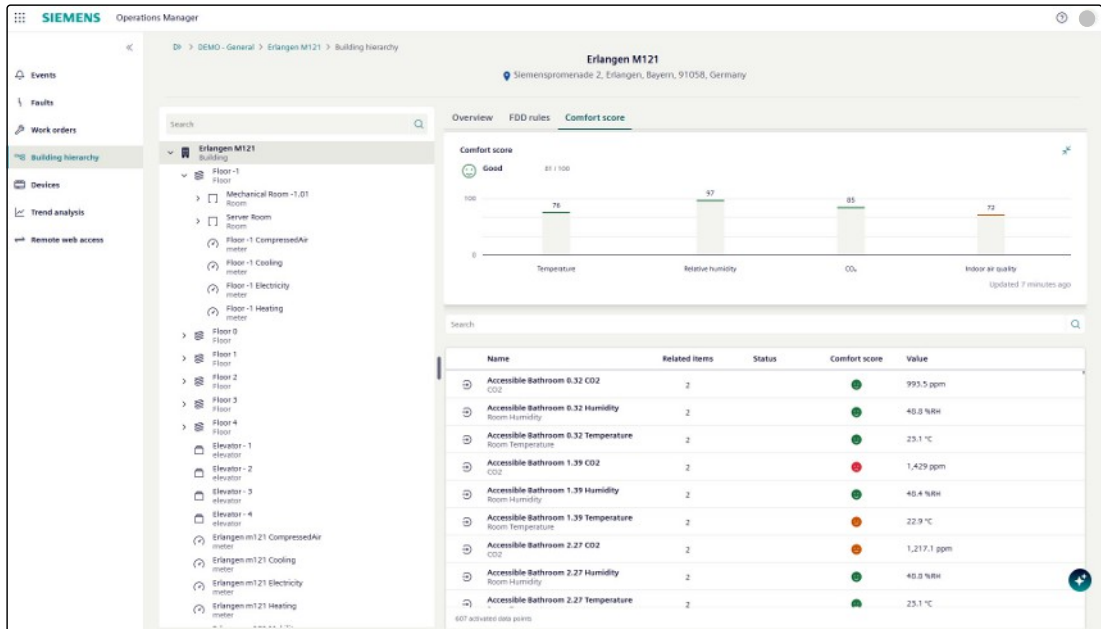
## Real-time Visibility and Operation (Data Point Commanding)

Provides an easy-to-understand overview of connected sites, offering a structured view to browse within buildings, floors, rooms and equipment down to associated data points. Data point values can be monitored in real-time and commandable data points can be manually overridden set points issued from the Cloud Service and processed immediately, down to the building automation control level.



## KPI monitoring and visualization

Monitors relevant comfort values and provides easy to understand KPIs that allow users to get relevant status information about building occupants' comfort, easily transported via the Comfort Score functionality.



### Data History and Trend Analysis

Automatically logs and stores values and events on data points available in the Cloud Service. It presents the data history in interactive charts for users to view the trend over different time periods, while also highlighting potential issues requiring user attention. The trend also offers the option of exporting represented data into various Excel formats (digested or all data).

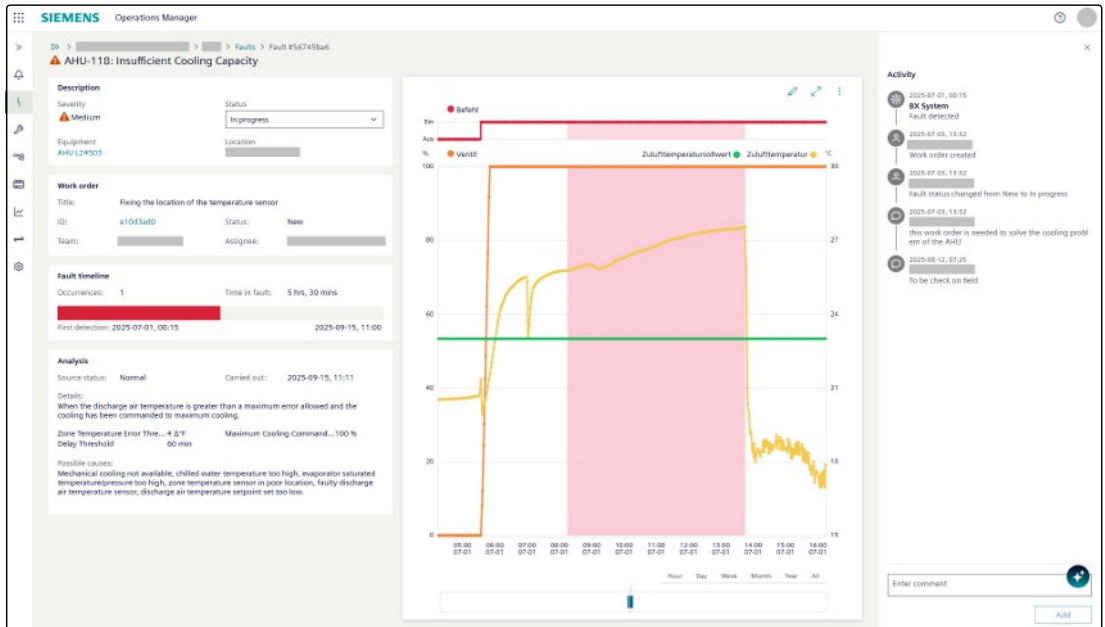


### Remote Web Access

Remotely accesses available web applications residing within the remote building automation control network at the connected site.

### FDD Root Cause Analysis

This feature is available within the Operations Manager Standard subscription. It facilitates early detection of faults through the continuous application of rules on equipment parameters. It also enables the user to analyze and triage faults by analyzing the parameters involved in their detection, take notes of findings and manage the faults status.



### Team Management

Allows creating and managing user groups. These groups can be used later on in Operations Manager for various functionalities such as work order assignment or group notifications.

### Work Order Management

Within FDD (therefore within the Operations Manager Standard subscription), this feature provides the possibility to create, assign and manage work orders related to FDD faults. It is possible to set a priority level, a target date and track the status and estimated resolution time of the work orders.

Title/ID	Equipment/Location	Team/Assignee	Created	Due	Changed	Status
9fcd481e	AHU_124501 U230		20/08/2025	03/09/2025 Overdue	25/08/2025	New
47c0ba20	AHU_124501 U230		18/06/2025	30/06/2025 Overdue	25/08/2025	Discarded
9a94821e	AHU_124501 U230		09/07/2025	-	25/08/2025	Completed
c5a64793	Roomsensor 511 511 Meeting Room		19/08/2025	26/08/2025 Overdue	19/08/2025	New
ac22d41c	AHU_124503 U230		16/07/2025	17/09/2025	14/08/2025	In progress
93502990	AHU_124503 U230		08/07/2025	29/07/2025 Overdue	12/08/2025	Discarded
ae0044e	AHU_124503 U230		14/07/2025	29/07/2025 Overdue	20/07/2025	In progress
ae09aef1	AHU_124503 U230		09/07/2025	-	09/07/2025	Discarded

### Brightly Asset Essential (Add-on)

The Brightly Asset Essential Add-on subscription enables the creation of work orders for Brightly AE in response to events generated by equipment. These work orders can be created either manually by the user or automatically when the event is triggered. Work order management is done in Brightly Asset Essential.

### 360° Viewer (Add-on)

The 360° Viewer Add-on subscription enables access to the 360° Viewer app. Please refer to the Building X 360° Viewer Data Sheet (<http://www.siemens.com/buildingx/data-sheet/360-viewer>).

### Building Operations API (Add-On)

The Operations API enables you to command HVAC equipment and manage devices, data points, and their values. It also allows for the configuration and monitoring of device alarms and events. In addition, with a Standard subscription, full management of Fault, Work Orders and Teams is possible.

**Accounts Application**

Ability to manage users with a role-based access control. New users can be invited to access the Cloud Service and given appropriate access rights via user groups. Users can log in with two-factor authentication and manage their user account themselves. Data can be logically grouped into partitions and given access via user groups.

**Devices Application**

Ability to manage Connected Devices compatible with the Cloud Service.

**Data Setup Application**

Ability to onboard data by adding meaning and structure to it. The data can be onboarded from multiple sources, such as Connected Devices, 3<sup>rd</sup> party cloud systems and files.

**Data Hosting and Data Usage**

Hosts and processes personal and non-personal data in data centers located in Europe. For information regarding processing of personal data and locations Customer may refer to the Data Privacy Terms.

**Ask Building X**

Ability to ask questions in different languages about Building X technical information, utilizing GenAI.

**Subscription**

The subscription plan depends on the agreement between Customer and Siemens.

**1) Standard Subscription Plan if the customer purchases the subscription via the Siemens online store**

	<b>Operations Manager Essential</b>	<b>Operations Manager Standard</b>
<b>Functions</b>	<ul style="list-style-type: none"> <li>• Multi-site overview</li> <li>• Real-time visibility and operation</li> <li>• Data history and trend analysis</li> <li>• Event notifications</li> <li>• Remote web access</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-site overview</li> <li>• Real-time visibility and operation</li> <li>• Data history and trend analysis</li> <li>• Event notifications</li> <li>• Remote web access</li> <li>• FDD Root Cause Analysis</li> <li>• Teams management</li> <li>• Work order management</li> </ul>
<b>Subscription metric</b>	per 100 data points per year (minimum 1 quantity per Connected Device)	
<b>Subscription term</b>	Annually, auto-renewal	
<b>Billing term</b>	Annually, payment in advance	
<b>Upscale</b>	Effective immediately, pro-rated billing	
<b>Downscale/Cancellation</b>	Effective with end of subscription term	
<b>Connected Devices</b>	To be purchased separately	
<b>Permitted Users</b>	Unlimited, Extended Use	

	<b>Brightly Asset Essential - Add-on</b>
<b>Functions</b>	All
<b>Subscription metric</b>	per 100 data points per year
<b>Subscription term</b>	Annually, auto-renewal

	<b>Brightly Asset Essential - Add-on</b>
<b>Billing term</b>	Annually, payment in advance
<b>Upscale</b>	Effective immediately, pro-rated billing
<b>Downscale/Cancellation</b>	Effective with end of subscription term
<b>Connected Devices</b>	To be purchased separately
<b>Permitted Users</b>	Unlimited, Extended Use

	<b>Building Operations API - Add-on</b>
<b>Functions</b>	APIs for: Locations, Devices, Point, Events, Faults, Work Orders and Teams
<b>Subscription metric</b>	per 6,000,000 API calls per year
<b>Subscription term</b>	Annually, auto-renewal
<b>Billing term</b>	Annually, payment in advance
<b>Upscale</b>	Effective immediately, pro-rated billing
<b>Downscale/Cancellation</b>	Effective with end of subscription term
<b>Connected Devices</b>	To be purchased separately
<b>Permitted Users</b>	Unlimited, Extended Use

The Operations Manager 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 subscription plan can be upscaled at any time and Cloud Service fees for upscales are calculated on a pro-rated basis. The Customer can also scale down the Cloud Service effective with the end of the current subscription term. The subscription fee will be adjusted for the upcoming billing term. The Cloud Service can be cancelled any time, effective with the end of the current subscription term.

The Operations Manager Essentials and Standard subscription plan can be purchased in packages of 100 data points. At least one must be purchased per connected device, see list of connected devices. For example, if several buildings or locations are connected via 5 connected devices, then 5 times 100 data points are required. Another example, if the total number of data points from 2 connected devices does not exceed 200 points, then 2 times 100 data points are sufficient.

The Operations Manager Essential and Standard subscription plan can be purchased in packages of 100 data points. At least one package must be purchased per building. A data point is a discrete unit of information, e.g. a temperature sensor value.

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.

## 2) Custom Subscription Plan

Any subscriptions that are not purchased via a Siemens online store are Custom Subscription Plans. Under a Custom Subscription Plan the details regarding functions, subscription metric, term, billing, up- and downscaling, Connected Devices as well as Permitted Users are set out in the agreement between the Customer and Siemens.

## Prerequisites

### Supported Connected Devices

The Cloud Service is currently compatible with commercially available Connected Devices. Connected Devices enable the Cloud Service to exchange data with the technical building infrastructure. A description of the available Connected Devices is provided below.

	<b>List of Supported Connected Devices</b>
<b>SIEMENS: Connect X200</b>	The Connect X200 edge gateway is powered with DC 24V or AC 24V and may require an enclosure. The Connect X200 includes embedded software (for example, firmware and factory installed applications collectively referenced herein as Software) to supply building data to this Cloud Service.

	List of Supported Connected Devices
<b>SIEMENS: Connect X300</b>	The Connect X300 edge gateway is powered with DC 24V and may require an enclosure. The Connect X300 includes embedded software (for example, firmware and factory installed applications collectively referenced herein as Software) to supply building data to this Cloud Service.
<b>SIEMENS: Connect X500</b>	The Connect X500 edge gateway is powered with DC 24V and may require an enclosure. The Connect X500 includes embedded software (for example, firmware and factory installed applications collectively referenced herein as Software) to supply building data to this Cloud Service.
<b>SIEMENS: Desigo CC</b>	Desigo CC software product is running on Windows computer hardware. The supported software version is Desigo CC V6 or higher. Desigo CC includes multiple software extensions collectively referenced herein as Software to supply building data to this Cloud Service.
<b>SIEMENS: Desigo PXC 4/5/7</b>	Desigo PXC4/5/7 hardware is powered with AC 24V. The supported hardware devices for this Cloud Service are PXC4-2.E16S, PXC4-2.E16, PXC5.E24, PXC7.E400S/M/L and PXC5.E003 with firmware version V02.21.194.25 or higher.
<b>SIEMENS: Desigo Optic F200</b>	Desigo Optic hosted on CFG3.F200 hardware is powered with AC 24V. The supported software version is V5.1.7.x or higher to connect to this Cloud Service.
<b>SIEMENS: Desigo SLX (Niagara Framework)</b>	Desigo SLX / Niagara Framework® running as Supervisor on a PC or JACE® is supported for this Cloud Service. The supported Niagara versions are 4.14 and 4.15. The Building X Connector for Niagara™ must be deployed on the Niagara Framework® to supply building data to this Cloud Service. The Tridium EULA is applicable, see <a href="https://www.tridium.com/us/en/eula">https://www.tridium.com/us/en/eula</a> . Niagara FIPS mode and web proxy configuration are not supported.

To use the Cloud Service, a Connected Device must be installed on site, fully operational and connected to the Internet. The Customer is responsible for the provision of the Connected Device on site and all associated costs for the provision of the Cloud Service in accordance with the associated documentation for the Connected Device.

### Supported Third-Party Software Connectivity

The Cloud Service is currently compatible with commercially available Third-Party Software. Third-Party Software Connectivity enable the Cloud Service to exchange data with Third-Party Software. A description of the available Third-Party Software connectivity is provided below.

	List of Supported Third-Party Software
Software Specific Connectors	<ul style="list-style-type: none"> <li>Brightly Asset Essential</li> </ul>

The customer is responsible for the Third-Party Software at the site and all associated costs for the provision of the cloud service in accordance with the associated documentation for the Third-Party Software.

### Web browser and Viewing Devices

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

## Internet Connection

The bandwidth of Customer's internet connection determines the performance of the Cloud Service.

## Ordering

To order a subscription plan and connected devices, Customer must request a quote from its Siemens sales representative.

## Product Documentation

### 1) Product Documentation under a Standard Subscription Plan

General Contractual Documents	Links
Building X - Operations Manager Data Sheet	<a href="http://www.siemens.com/buildingx/data-sheet/operations-manager">www.siemens.com/buildingx/data-sheet/operations-manager</a>
Supplemental Terms for Buildings	<a href="http://www.siemens.com/buildingx/data-sheet/supplemental-terms">www.siemens.com/buildingx/data-sheet/supplemental-terms</a>
General Software Terms and Cloud Supplemental Terms	<a href="https://www.siemens.com/si/cloud/terms">https://www.siemens.com/si/cloud/terms</a>
Base Terms International	<a href="https://www.siemens.com/si/cloud/terms">https://www.siemens.com/si/cloud/terms</a>
Siemens Acceptable Use Policy	<a href="https://www.siemens.com/si/cloud/terms">https://www.siemens.com/si/cloud/terms</a>
Minimum Terms	<a href="http://www.siemens.com/buildingx/data-sheet/minimum-terms">www.siemens.com/buildingx/data-sheet/minimum-terms</a>
Data Privacy Terms	<a href="https://www.siemens.com/dpt/si">https://www.siemens.com/dpt/si</a>
Data Privacy Terms Annexes Building X	<a href="https://www.siemens.com/dpt/si">https://www.siemens.com/dpt/si</a>
EU Data Act	<a href="https://www.siemens.com/buildingx/terms">https://www.siemens.com/buildingx/terms</a>

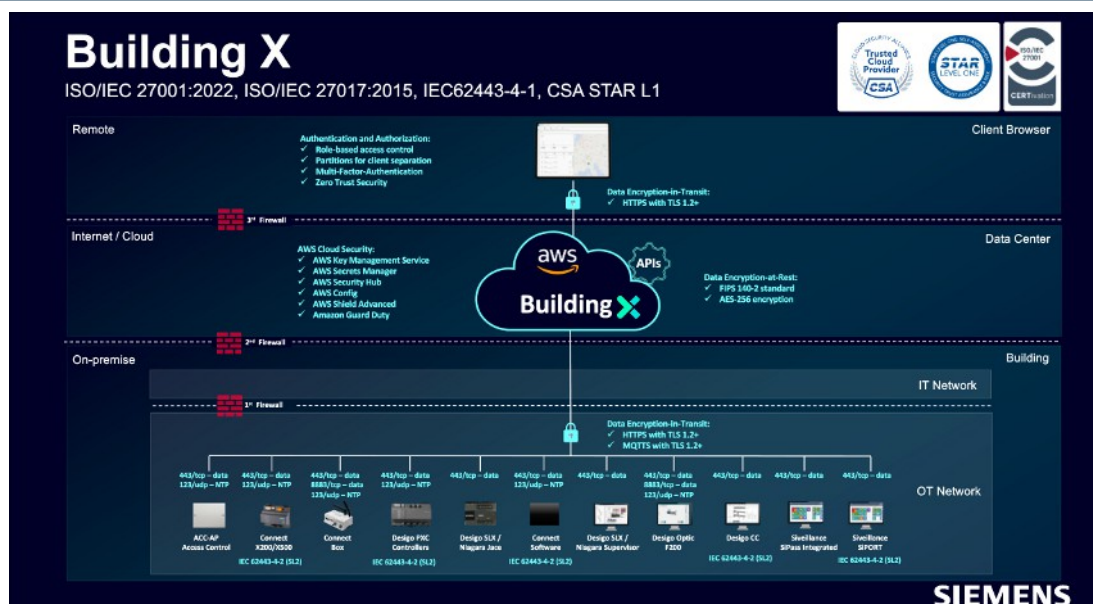
### 2) Product Documentation under a Custom Subscription Plan

The contractual documents and the Product Documentation are set out in Siemens' offer to the Customer.

### 3) Technical Documents

Technical Documentation	Link
Building X - Online help	<a href="http://www.siemens.com/buildingx/sid">www.siemens.com/buildingx/sid</a>

## Topology



The topology shows the superset of possibilities for connecting data to Building X. The options available for this Digital Service can be found in the list of supported connected devices and third-party software connectivity.

Data communication between the Connected Devices on-premises and the Cloud Service requires internet connectivity (to be provided by the Customer).

## Specific Terms

### High-Risk Use

Customer acknowledges and agrees that:

- a) the Offerings are not designed to be used 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 Offerings; and
- b) the outcome from any processing of data through the use of the Offerings is beyond Siemens' control.

### Service Level Agreement

Siemens shall use commercially reasonable efforts to make the Cloud Services available for a monthly uptime percentage of ninety-eight percent (98%).

Except for:

- a) Planned downtime, agreed downtime, routine and emergency maintenance,
- b) Cyberattacks,
- c) the public, third party and/or customer's internet and communications networks,
- d) data, software, hardware, telecommunications, infrastructure, power, build-packs or networking equipment not provided by Siemens,
- e) Customers and Users negligence or failure in using the Cloud Service and/or in not following the instructions of published documentation,
- f) system configurations and platforms not supported by Siemens,
- g) system administrations, action, commands and file transfers of Customer or User,
- h) modifications or alterations not made by Siemens,
- i) unauthorized access via Customer's credentials and/or
- j) any other failure outside of Siemens reasonable control.

### Customer Support

Siemens offers helpdesk support. Customer may contact its local Siemens representative for support requests. Customers can also submit a support request online: <https://www.siemens.com/support-request>.