

## Operations Manager

Building X



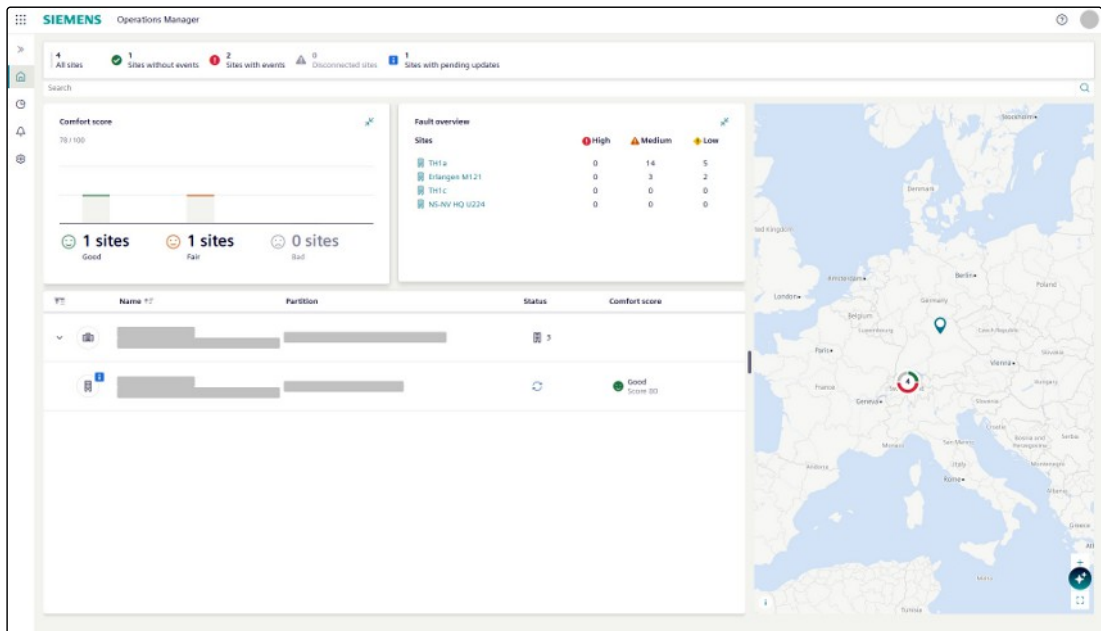
**Operations Manager remotely operates and monitors building equipment including heating, ventilation, and air conditioning as well as applications and meters for a fleet of connected sites.**

- Multi-site overview
- Custom Dashboards
- 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

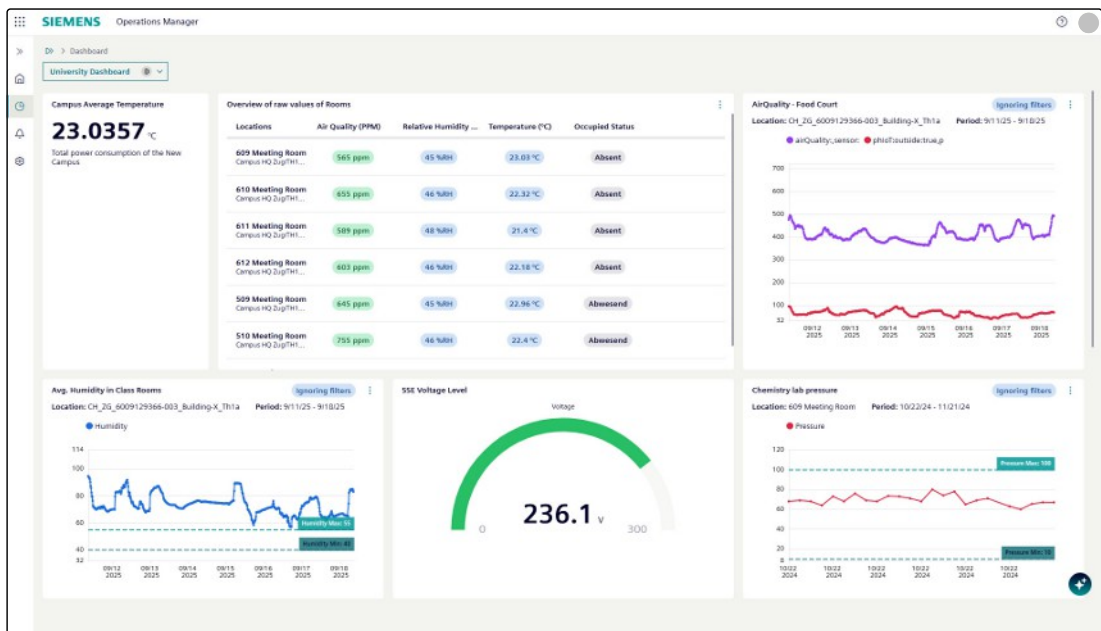
Provides an overview of all sites connected to the Cloud Service, as well as connectivity state and aggregated event state on each of the sites.



### Custom Dashboards

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

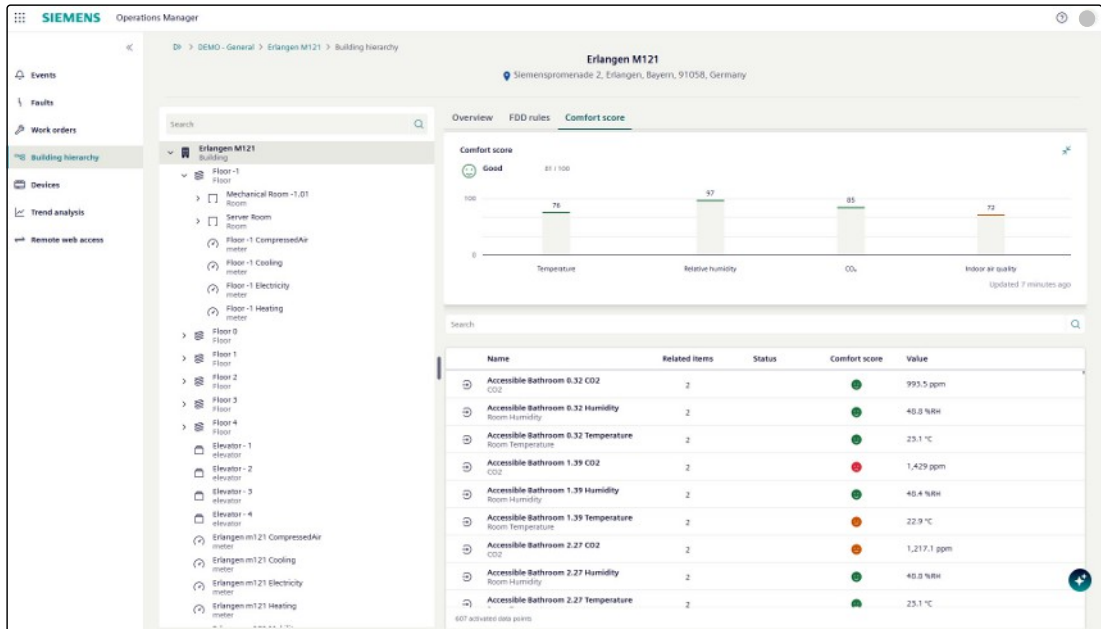
**Note:** This feature is only available with a Operations Manager Standard subscription (see subscription section below). All dashboards need to be previously configured in the Data Visualizer application which is included in the subscription.



### 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.





### 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).

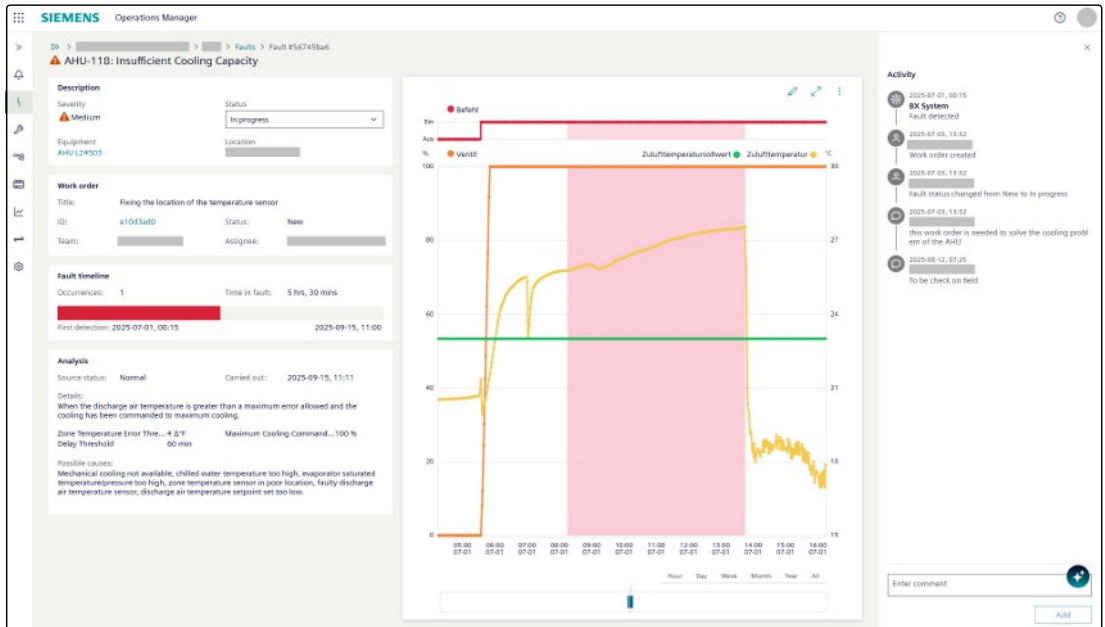


### Remote Web Access

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.

**SIEMENS Operations Manager**

7 High 5 Medium 2 Low

Work orders

All Open Closed Search Start date End date Change status

| Title/ID | Equipment/Location              | Team/Assignee | Created    | Due                   | Changed    | Status      |
|----------|---------------------------------|---------------|------------|-----------------------|------------|-------------|
| #1083a80 | AHU L24501 U230                 | [Redacted]    | 20/08/2025 | 03/09/2025<br>Overdue | 25/08/2025 | New         |
| #1083a80 | AHU L24501 U230                 | [Redacted]    | 18/06/2025 | 30/06/2025<br>Overdue | 25/08/2025 | Discarded   |
| #1083a80 | AHU L24501 U230                 | [Redacted]    | 09/07/2025 | -                     | 25/08/2025 | Completed   |
| #1083a80 | Roomsensor 511 511 Meeting Room | [Redacted]    | 19/08/2025 | 26/08/2025<br>Overdue | 19/08/2025 | New         |
| #1083a80 | AHU L24503 U230                 | [Redacted]    | 16/07/2025 | 17/09/2025            | 14/08/2025 | In progress |
| #1083a80 | AHU L24503 U230                 | [Redacted]    | 08/07/2025 | 29/07/2025<br>Overdue | 12/08/2025 | Discarded   |
| #1083a80 | AHU L24503 U230                 | [Redacted]    | 14/07/2025 | 29/07/2025<br>Overdue | 20/07/2025 | In progress |
| #1083a80 | AHU L24503 U230                 | [Redacted]    | 09/07/2025 | -                     | 09/07/2025 | Discarded   |

Showing 1 - 20 of 24 work orders

### 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**

|                               | Operations Manager Essential   | Operations Manager Standard   |
|-------------------------------|--|---|
| <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>• Custom dashboards</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   |   |
| <b>Minimum quantity</b>       | 100 data points  | 300 data points   |
| <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  |   |

|                            | Brightly Asset Essential - Add-on |
|----------------------------|-----------------------------------|
| <b>Functions</b>           | All                               |
| <b>Subscription metric</b> | per 100 data points per year      |

|                               | <b>Brightly Asset Essential - Add-on</b> |
|-------------------------------|--|
| <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>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.

Operations Manager Essential and Standard subscription plans can be purchased in packages of 100 data points. However, Standard has a minimum initial purchase quantity of 3 packages (300 data points). For Essential subscription, at least one package must be purchased per connected device (see list of supported connected devices). This restriction does not apply to the Standard subscription. The following examples provide further clarification:

1. A campus with three separate buildings connected by a single DesigoCC would only need to purchase one package of 100 data points if no more data points are desired.
2. A single site connected by 2 Connect X500 gateways will need to purchase at least 2 packages even if the amount of data points desired is less than 200.

**Note:** 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.

| List of Supported Connected Devices            |   |
|--|---|
| <b>SIEMENS: Connect X200</b>                   | <p>The Connect X200 edge gateway is powered with DC 24V or AC 24V and may require an enclosure.</p> <p>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.</p>   |
| <b>SIEMENS: Connect X300</b>                   | <p>The Connect X300 edge gateway is powered with DC 24V and may require an enclosure.</p> <p>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.</p>   |
| <b>SIEMENS: Connect X500</b>                   | <p>The Connect X500 edge gateway is powered with DC 24V and may require an enclosure.</p> <p>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.</p>   |
| <b>SIEMENS: Desigo CC</b>                      | <p>Desigo CC software product is running on Windows computer hardware. The supported software version is Desigo CC V6 or higher.</p> <p>Desigo CC includes multiple software extensions collectively referenced herein as Software to supply building data to this Cloud Service.</p>   |
| <b>SIEMENS: Desigo PXC 4/5/7</b>               | <p>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.</p>  |
| <b>SIEMENS: Desigo Optic F200</b>              | <p>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.</p>   |
| <b>SIEMENS: Desigo SLX (Niagara Framework)</b> | <p>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.</p> <p>The Building X Connector for Niagara™ must be deployed on the Niagara Framework® to supply building data to this Cloud Service.</p> <p>The Tridium EULA is applicable, see <a href="https://www.tridium.com/us/en/eula">https://www.tridium.com/us/en/eula</a>.</p> <p>Niagara FIPS mode and web proxy configuration are not supported.</p> |

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

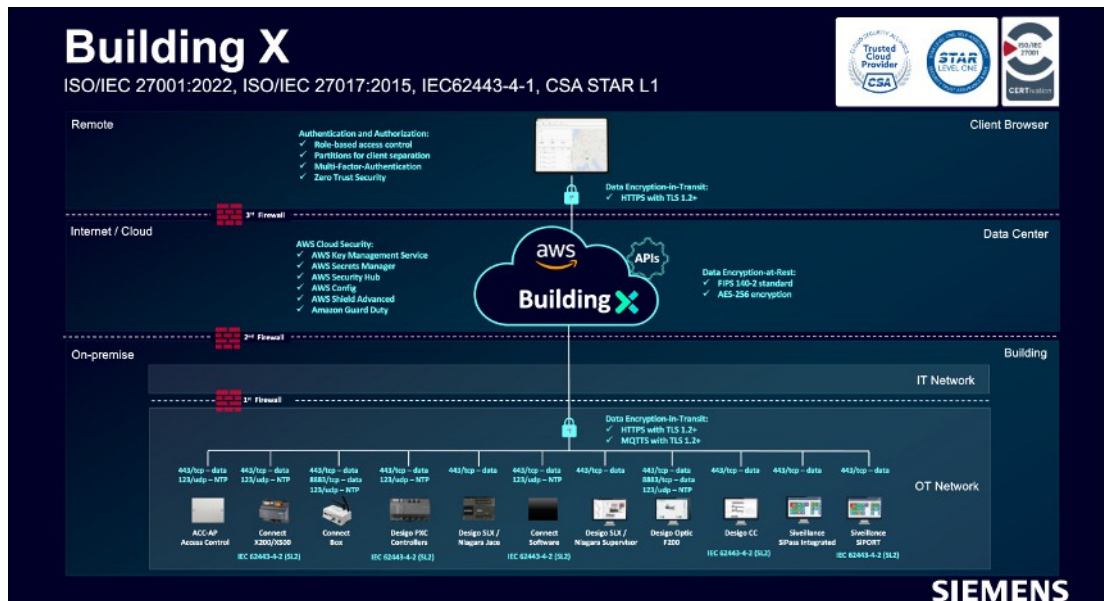
| General Contractual Documents                       | Links  |
|---|--|
| Building X - Operations Manager Data Sheet          | <a href="http://www.siemens.com/buildingx/data-sheet/operations-manager">www.siemens.com/buildingx/data-sheet/operations-manager</a> |
| Supplemental Terms for Buildings                    | <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> |



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>.



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