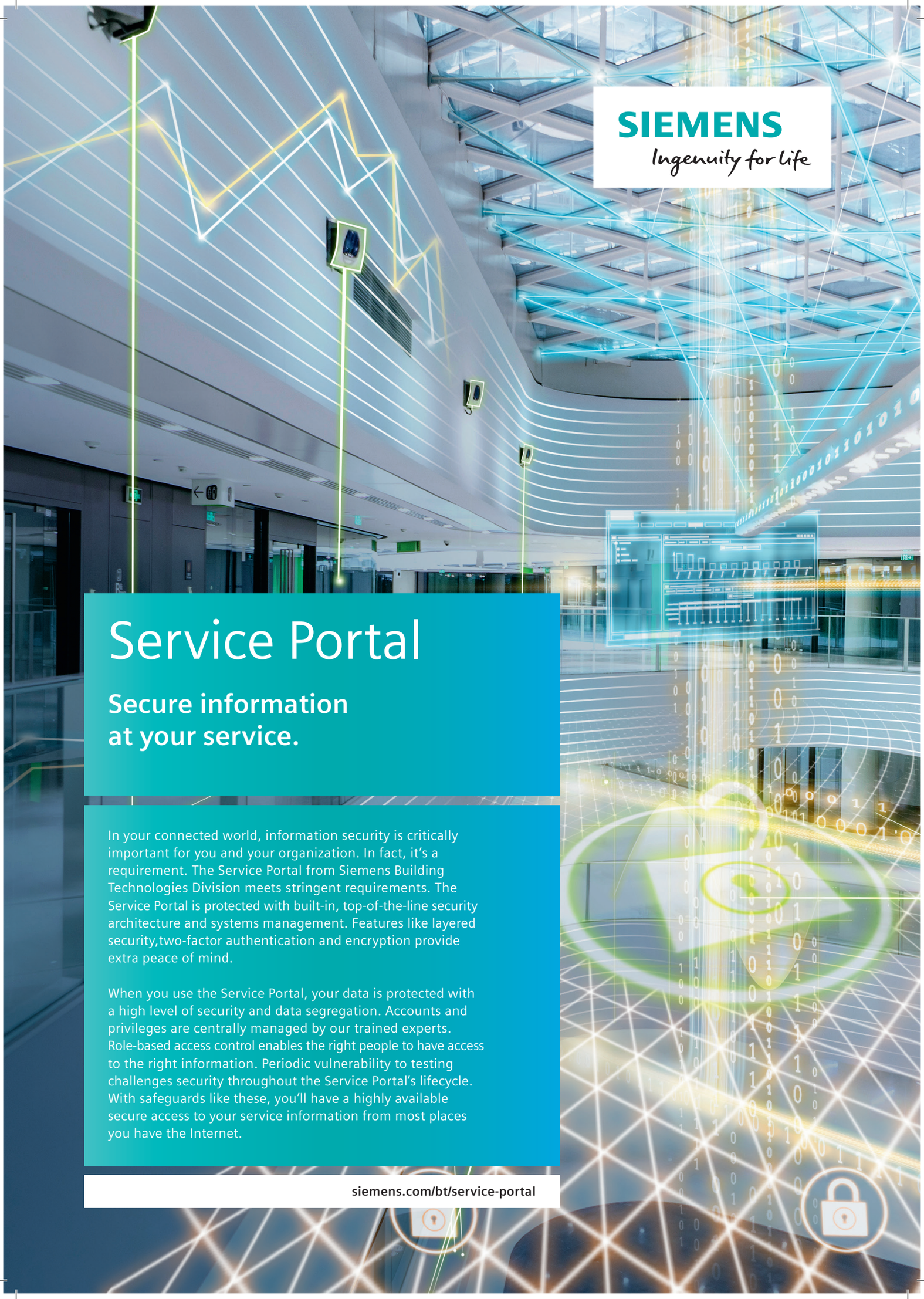

SIEMENS
Ingenuity for life

Service Portal

Secure information at your service.

In your connected world, information security is critically important for you and your organization. In fact, it's a requirement. The Service Portal from Siemens Building Technologies Division meets stringent requirements. The Service Portal is protected with built-in, top-of-the-line security architecture and systems management. Features like layered security,two-factor authentication and encryption provide extra peace of mind.

When you use the Service Portal, your data is protected with a high level of security and data segregation. Accounts and privileges are centrally managed by our trained experts. Role-based access control enables the right people to have access to the right information. Periodic vulnerability to testing challenges security throughout the Service Portal's lifecycle. With safeguards like these, you'll have a highly available secure access to your service information from most places you have the Internet.

siemens.com/bt/service-portal

Secure by design for your protection

Siemens combines traditional on-site and digital services into a holistic concept that supports you and optimizes your buildings, helping you meet the challenges of today and tomorrow. The Service Portal complements the personalized services you will continue to receive from your local Siemens office with the speed and ease of the latest technology.

As part of its design, security protocols and white-hat vulnerability testing were established during initial software development and continue through major software releases. We apply change control and have implemented mandatory risk assessments in the design of new releases. Continuous security monitoring leverages both intrusion detection systems and Siemens security operations centers for ongoing protection.

Data security
Your data is securely maintained at a Siemens data center and is logically segregated. The portal, where data is just loaded on demand (i.e., with each click or query) is hosted by Amazon AWS. Network segregation security is routinely tested. Connectivity is restricted to necessary services only. Stored transactional data and backups are encrypted. Malware protection is used on all servers, and all documents to be uploaded are scanned for malware.

Secure application access control
The principle of least privilege is used in the role-based approach to access control. Our trained experts centrally manage accounts and privileges. If desired, you can manage your own user base with a customer administrator. To safeguard high-privileged access, two-factor authentication using a one-time password sent via text message is enforced for all portal administrators.

Secure system access
We use the jump server concept for administrative access to the systems – there is no connectivity on the network level.

Trusted, certified partners
Connections to the portal through the cloud are secured with transport layer security using state-of-the-art cipher suites. We partner with Amazon AWS in Dublin, Ireland for system hosting and intermediate data storage for cloud access. All AWS services are in the scope of ISO/IEC 27001 certification and AICPA SOC2 type II reporting. Our application management partners are also certified according to ISO/IEC 27001.

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