



SIEMENS ONLINE DATA BACKUP & PROTECTION SERVICE FOR PARTNERS

Protect customer data while growing your digital service business

Challenges of traditional backup approaches

Traditional backup methods rely on manual, infrequent exports, leaving customers exposed to downtime and data loss. In many cases, customers perform their own backups but may not know when backups occurred or where files are stored. Hardware failures, cyber threats, and human error can compromise critical BAS data. As data volumes grow, these approaches cannot meet today's expectations for reliability, speed, and continuity.

Introducing Siemens' Online Data Backup & Protection service

Online Data Backup & Protection is a secure, automated service that safeguards critical BAS data. It replaces manual backups with scheduled, cloud-based storage of graphics, databases, reports, and user data, ensuring continuous availability and fast recovery. For partners, it enables higher-value services, reduces manual effort, and strengthens customer confidence through improved system resilience.

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Protection you can count on

This service uses a secure, encrypted connection to automatically transfer backup files from the BAS server to Siemens' protected cloud environment, ensuring data confidentiality and integrity. Access is restricted to authorized Siemens experts within a secure network, providing a controlled and auditable recovery process. Quarterly reports confirm backup completion and available versions.

Grow your service business with Online Data Backup & Protection

- **Strengthen service reliability & reduce risk**
Automated, secure BAS backups protect customers from data loss due to hardware failures, outages, cyber incidents, or human error. For partners, this reduces emergency calls, limits reactive troubleshooting, and positions your services as more resilient and risk-mitigating.
- **Expand recurring revenue opportunities**
Enable scalable, subscription-based backup services across single or multi-site portfolios. Ongoing reporting and backup validation create continuous value and support renewals and upsell opportunities.
- **Improve customer uptime & confidence**
Secure, offsite backups enable fast system restoration after disruptions, minimizing downtime and operational impact. Predictable recovery builds trust, reinforces reliability, and supports long-term customer retention.
- **Reduce operational burden & service costs**
Automate backup processes to eliminate manual effort and uncertainty around backup status. Reduce onsite visits, minimize reactive service calls, and improve efficiency while lowering delivery costs.
- **Deliver higher value, digital first services**
Eliminate manual onsite backups and shift to proactive digital services focused on system continuity and rapid recovery. Free up your team to focus on advisory work, optimization, and higher-value customer engagement.

With ODBP, you can deliver:

- **Automated, secure BAS backups**
- **Encrypted data transfer to the cloud**
- **Fast system recovery after disruptions**
- **Verified backup reporting and visibility**

Business outcomes that matter

Discover how Online Data Backup & Protection helps you drive revenue growth, reduce service costs, and strengthen customer retention.

Turn service success into revenue growth

A school district experienced corrupted BAS files after a hardware failure. With ODBP in place, the partner quickly restored operations using the latest cloud-based backup, avoiding costly reengineering and extended downtime. This successful recovery demonstrated the value of automated protection and led to expanded adoption of a recurring backup service across multiple schools in the district.

Faster response, lower service costs

A commercial facility experienced a BAS interruption after a power event. With ODBP's verified backups, the partner quickly identified the latest version and restored the system remotely, eliminating the need for an onsite visit. This reduced service costs and restored tenant comfort within minutes.

Stronger customer trust, higher retention

A medical center experienced corrupted BAS data that impacted visibility into critical systems. Using ODBP's secure cloud backups, the partner rapidly restored the system, minimizing disruption to patient-sensitive environments. The quick recovery strengthened customer trust and supported long-term retention.