Protec
A Bosch Company

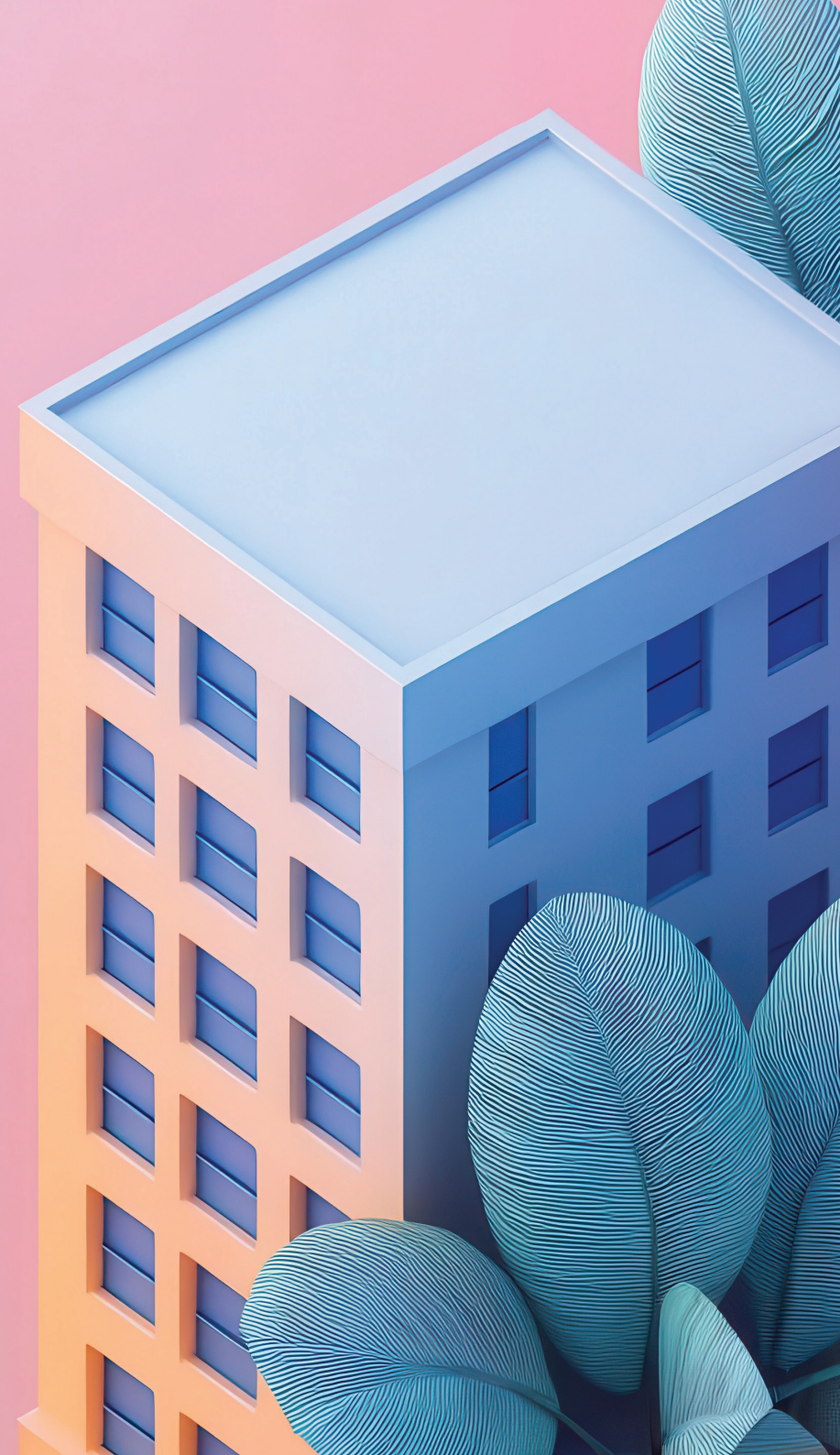## REMOTE SERVICES
Cloud-Based Remote Services

Cloud-Based Remote Services for Building Integrator Systems

As a building integrator, we understand that safety and convenience can go hand in hand. In today's fast-paced environment, real-time access to critical systems is vital. That's why we're excited to introduce our Cloud-Based Remote Services for fire and security systems.
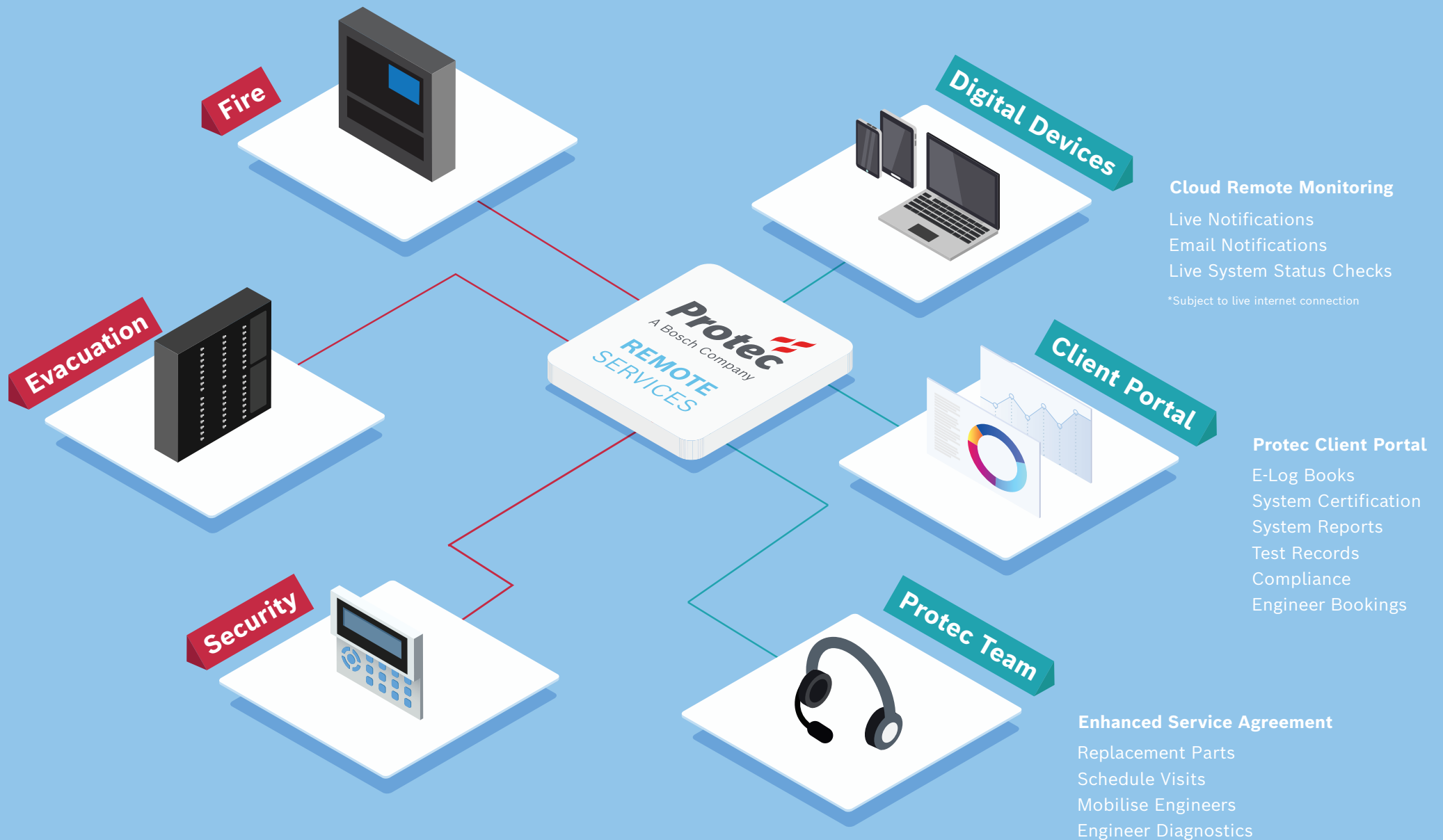
Our commitment to delivering cutting-edge, connected solutions drives us to continually meet our clients' evolving needs. The addition of cloud-based remote services enhances our mission to provide comprehensive, reliable, and future-proof fire and security systems.

This innovative, agnostic approach allows end users and building managers to monitor fire and security systems from anywhere, regardless of the specific hardware or software in use. By offering compatibility across various platforms, users receive real-time updates, alerts, and diagnostics with flexibility and ease. Whether responding to incidents or performing proactive maintenance, remote monitoring reduces response times and minimises the risk of downtime.

Cloud-Based Remote Services are transforming the fire safety industry. It boosts efficiency and provides peace of mind by offering real-time insights, instant notifications, and detailed reporting. Whether you're a building manager, engineer, or safety professional, these cloud-based methods deliver unparalleled fire and security system monitoring solutions tailored to your needs.
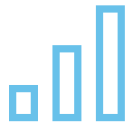
The Cloud Ecosystem

Fire

Evacuation

Security

Digital Devices

Protec
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REMOTE
SERVICES

Client Portal

Protec Team

Cloud Remote Monitoring

Live Notifications
Email Notifications
Live System Status Checks

*Subject to live internet connection

Protec Client Portal

E-Log Books
System Certification
System Reports
Test Records
Compliance
Engineer Bookings

Enhanced Service Agreement

Replacement Parts
Schedule Visits
Mobilise Engineers
Engineer Diagnostics

**Subject to remote service subscription package

Benefits of Cloud-Based Remote Services

Protec Cloud-Based Remote Services is a dynamic and evolving entity. As technologies in the fire and security industries advance, we will evolve alongside them. With the expanding possibilities of the Internet of Things (IoT), we will integrate new monitoring and reporting capabilities into our Cloud-Based Remote Services. We are committed to continually adding new benefits and features.

At the time of launch, clients will benefit the following advantages:

Comprehensive Reporting
Generate detailed fire and security reports on system performance, alarm history, and maintenance logs. These insights help maintain compliance, identify trends, and address potential issues proactively

Backwards Compatible
Our cloud-based platform works seamlessly with both current and previous-generation Protec fire alarm panels (6500, 6400, and 6300).

Information at Your Fingertips
Access real-time fire alarm data anytime, anywhere, from your desktop, tablet, or smartphone. Stay connected and informed without being tied to the control panel.

Be Ahead of the Game
Instant fault notifications enable Protec to act immediately. At your request, we can dispatch service engineers or arrange replacement parts, ensuring issues are resolved quickly and efficiently.

Instant Notifications
Get immediate alerts via mobile apps* for alarms, faults, or maintenance needs. Swift notifications enable faster decision-making and reduce risks.

Live System Status
Monitor the live status of all connected systems*, check device health, and ensure your fire and security system is always operational.

Third-Party Compatible
The cloud-based platform seamlessly integrates with a wide range of system manufacturers, including Advanced, Kentec, and many others.

LAN or GSM
Our Cloud-Based Remote Services offers both IP and GSM gateways, meaning you aren't restricted by technological or environmental restrictions.

*Subject to remote service platform

Frequently Asked Questions

Can I use your Cloud-Based Remote Services in place of an Alarm Receiving Centre (ARC)?
No, Cloud-Based Remote Services do not provide the same level of communication security or failsafe technologies as an ARC connection. The IP-based Cloud solution is designed for the general integration of fire and security systems but should not be used as a critical path for monitoring systems.

What Protec panels is it compatible with?
The Cloud-Based Remote Services works with existing 6300, 6400, 6500, and our EvacPro range of panels. This means there is no need to upgrade your current fire alarm system.

Do I need a gateway for each fire alarm panel?
No, you only need one gateway connected to your central control panel (one per network).

Does the Cloud-Based Remote Services work for just Protec fire alarm panels?
No, The gateways we supply are compatible with a wide range of industry manufacturers, including Advanced, Kentec, and others.

Do I need an IP point local to my fire alarm panel?
No, we offer both IP and GSM solutions, so the setup can be tailored to your specific situation.

Do I need a subscription?
Yes, this service operates on a subscription basis. However, it is not automatically included in the standard service agreement. It can be built into your service plan or added separately as an enhancement.

What operating platforms does the system work on?
The system works on both PCs (windows) and mobile phones (Android & iOS).

How do I upgrade my system to have Cloud-Based Remote Services?
Simply contact the Protec Sales Team or your Customer Account Manager. They will provide all the necessary information about installing the appropriate gateway units.

Will the signal be strong enough for GSM?
Before installing a GSM-based solution, we will conduct a thorough line-of-sight test. This process helps identify the need for any additional aerials to ensure optimal coverage and reliable performance of the GSM platform.

Does your Cloud-Based Remote Monitoring Services work with other systems outside of fire?
Yes, our systems go beyond fire alarm panels by incorporating complementary technologies that enable seamless integration with other systems, such as evacuation alert and security systems.

For more information, please contact your Client Account Manager or email us at service@protec.co.uk

Protec REMOTE
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If you require more information contact us today
protec.co.uk | service@protec.co.uk
+44 (0)1282 717171

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