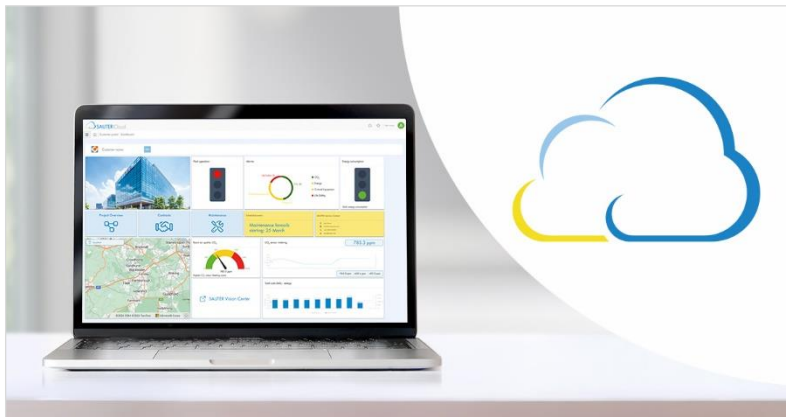


17/06/2024

New Customer Portal supplements digital service packages from SAUTER

Cloud-based service expertise for the digital transformation in building management: The new SAUTER Customer Portal offers increased efficiency and improved transparency for building and asset managers.



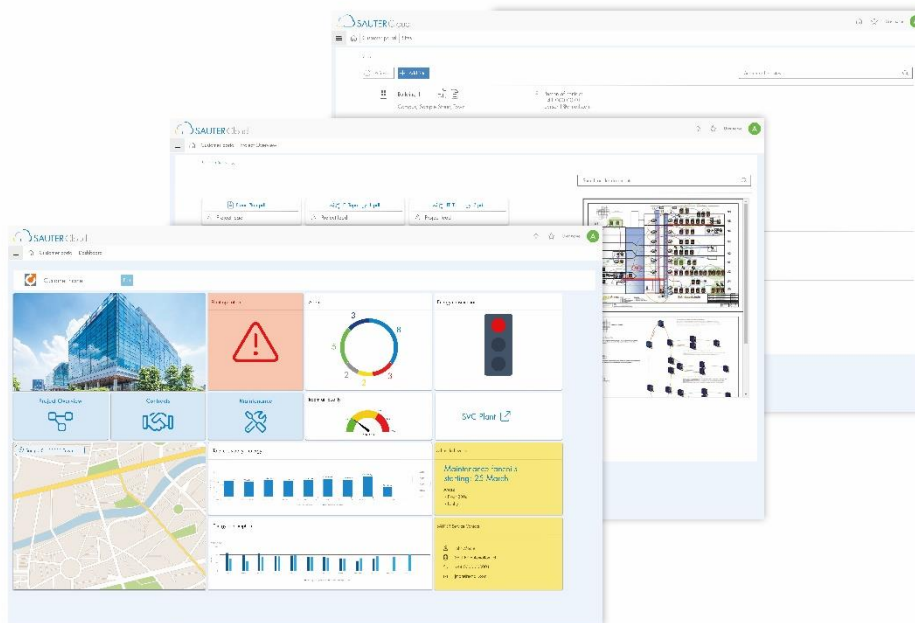
The IoT and digital services are being used to create “smart buildings”. They provide access from any location to building data, automatic alerts in the event of deviations in operation and intelligent options for remote control. The new [Customer Portal](#) represents an important milestone in the digital evolution of SAUTER's services.

Communication platform between SAUTER Service and customers

From now on, the [Customer Portal](#) will provide asset and service managers with all the information on contracts, maintenance, service invoices and other work agreed in service contracts, all in a single place. Personal contacts in the event of malfunctions, status information on maintenance operations and suggestions for optimising operation are available in the dashboard. This all makes it much easier to manage buildings and properties. Building and asset managers receive consolidated information leading to more effective building management with a cost overview, improved risk management and greater transparency. The Customer Portal thus serves as an information and communication platform between SAUTER service teams and their customers.

Remote access and overview of operation

In addition, the [Customer Portal](#) provides an overview of information on comfort and utilisation for areas of the building, on energy consumption and associated costs, as well as operating information on technical systems. Constant availability of KPIs, data visualization charts and alarms for defined buildings enables users of the Customer Portal to react quickly to deviations from normal operation and to use integrated remote access options. This not only simplifies building management processes, but also optimises room comfort and system availability.



All information, system documents, contracts and invoices are brought together in a single portal and made available via the SAUTER Cloud.

The [Customer Portal](#) is one of the customised, cloud-based service packages of the SAUTER sales organisations. Their service expertise enables customers to reduce building costs, increase attractiveness for end users and enhance the value of their properties. [Get in touch with our sales department.](#)

About SAUTER

New building, refurbishment or building operation - SAUTER is your reliable partner for sustainability, operational safety and comfort of real estate. With our intelligent solutions for building control, room automation and technical facility management, we safeguard your investment and support you in achieving your ESG goals. We create sustainable environments. Since 1910.

The SAUTER Group

- Global company headquartered in Basel, Switzerland
- Technology leader in the field of building automation, system integration and building services
- Focus: maximum energy efficiency and sustainability
- Goal: investment and operational safety throughout the entire building life cycle
- Member of the [BACnet Interest Group \(BIG-EU\)](#), [BACnet International](#), [EnOcean Alliance](#) as well as the [eu.bac](#), [KNX](#) and [DALI Alliance \(DiiA\)](#)