**Swegon** Connect

Security - Remote connection for
control, service and maintenance
of the indoor climate

# Swegon Connect

The Internet of Things involves communications between products and users over the internet. Swegon Connect makes your indoor climate system accessible anywhere and anytime, and safeguards it by means of a robust security solution.

Demand for remote connections is increasing continually to cater for these requirements. With Swegon Connect, we offer a flexible and secure service for monitoring, controlling and logging your system, with options for more efficient maintenance, enhanced support and simplified warranty management.

## The potential risks of a remote connection

A remote connection gives you many options for service and maintenance, trouble-shooting, monitoring, etc. But equally, it increases the risk of unauthorised data traffic, which must be addressed in order to maintain high-level security.

## Security

High-level security across all our products and services always takes priority. Below are some examples of the security measures implemented for Swegon Connect.

Each Swegon Connect router is equipped with a unique security certificate. The router's internal firewall prevents traffic between the mobile remote connection and other networks in the building.

The customer portal website is https-encrypted and requires users to gain access via personal login data. A temporary and time-limited internet address unique to each connection is used to prevent malicious events such as IP/port hijacking.

Swegon Connect uses its own APN, which means that the product is not openly accessible from the Internet. Communication occurs via a separate portal and in this way is well protected from unauthorised access.

Connected indoor climate products also have the added protection of dedicated login procedures. For further-enhanced security, there is the option of enabling/disabling the router's data traffic by means of a text message sent from a pre-defined mobile number.



Customer portal



Swegon Connect
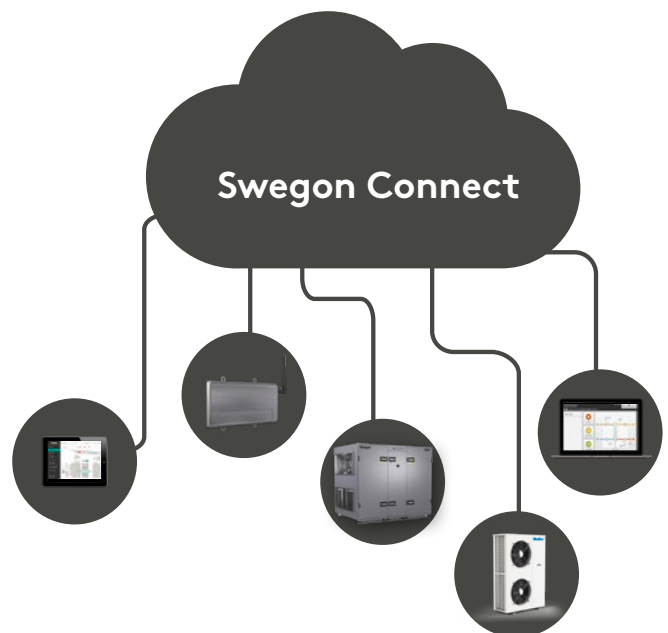
## MAIN BENEFITS

- ▶ High-security mobile remote connection
- ▶ Problems can be identified and solved more rapidly
- ▶ Reduced costs for service and maintenance
- ▶ Built-in firewall
- ▶ Mobile subscription included

# Digital Services

## Connectivity

The product is equipped with functionality that, when enabled, will connect to the Swegon INSIDE Cloud when given access to the internet. Such connection is made either through the building's local internet access point or by using a supplied modem. When connecting through the building's internet access point, the local firewall must be configured to allow traffic according to the firewall settings. The functionality is by default disabled and can be enabled in the product. By enabling this functionality the customer agrees to the general terms and conditions for Digital Service, DS-23. The customer can disable the connection to the Swegon INSIDE Cloud in the product user interface at any time.

## Which data is sent

Through the connection to Swegon INSIDE Cloud, the product will exchange data to Swegon INSIDE Cloud about certain actions and parameter settings of the product. Each data point has different thresholds for when to send data to Swegon, therefore the data sent depends on the data point type and configuration. The data is sent in intervals, at which point the data is aggregated together with other data from that interval.

## Who has access to the data

The data sent to Swegon INSIDE Cloud is used by Swegon for purposes of performance, functionality and development of the product. Consequently, Swegon has the right to use the data sent from all products connected to Swegon INSIDE Cloud. The data is used in accordance with Swegon's DS-23 general terms and conditions, and our sales agreement with the customer.

## Requirements

To connect a product to Swegon INSIDE Cloud, a secure internet connection via the property's internal network or via Swegon's external modem is required. In addition to a secure internet connection, a valid certificate for each individual product is also required to approve them to share data with INSIDE Cloud. Some products will come with a valid certificate out of the factory, while other products need to be equipped with a certificate to authorize the product to share data.

To find out if the product is INSIDE Ready (i.e. ready to share data) or not visit [INSIDE Ready | www.swegon.com](https://www.swegon.com).