





# interact

**Activation,  
ordering & onboarding**




**S&S end user channel**

Architecture FLX - Multisite

12NC					
mandatory	site gateway PDDEG-S	913703371509	Site gateway for secure cloud connection <b>Philips Dynalite Din rail Ethernet Gateway Supervisor</b>		per site
	Multisite standard - 1y	SW913705110001	Powerful remote lighting control <b>Software features &amp; Remote monitoring services</b>		per site/year
optional	Emergency add-on – 1y	SW913705110005	Valuable add-on <b>Connected emergency lighting test feature</b>		per site/year
	Value package – 7yrs	SW913705110006	Powerful remote lighting control <b>Software features* &amp; Remote monitoring services</b>		per site/ 7 years

\* Connected emergency lighting test feature is included in value pack – 7yrs

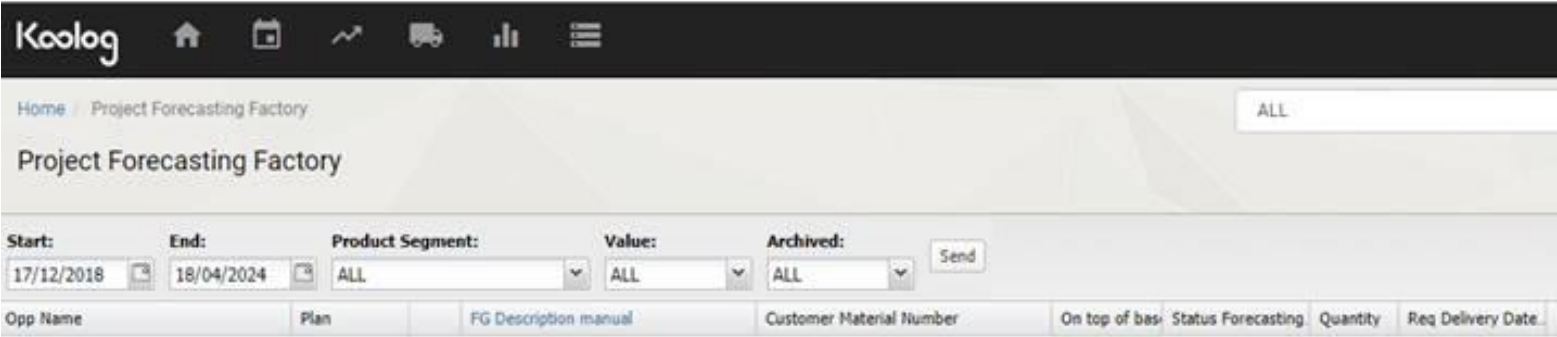
## 12NC


optional	connectivity service	SW913705110004	Hassle free connectivity from the day of commissioning <b>1GB / month data bundle</b>		per site/year
	4G-router	913701058503 EU 913701058613 NA 913701058703 AU	Professional 4G-router (Vodafone) <b>Secure 4G-router with SIM card</b>		per site
	12V PSU	913701059603	Matching to 4G-router <b>12V Power supply unit</b>		per router
optional	remote operations	SRV2374 / SRV2375	We adjust your light upon your needs <b>Remote operations services</b>		per site/year

Component forecast


<https://www.koolog.signify.com/projects/forecasting-factory.php>

- Due to component shortage, forecast of HW 12NCs should be provided in **Koolog** per project but with all required 12NC's. The earlier forecast is provided the better factory and supply chain can plan accordingly.





Bulletin No: PDCB162  
Date: 15<sup>th</sup> June 2021  
Owner / Checked by: Daniel Walker, Henrietta Wandel, Peter Dujmovich.



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### Re: Product lead time impact notice

**Product Group/Family**  
All hardware

In accordance with forecast insight from the market and forward planning of raw material, Dynalite's product supply has remained relatively unaffected from the challenges of electronic component shortages that are currently causing many issues for all electronic manufacturing.

Due to the ongoing global constraints on electronics components from COVID impact and other factors, the operations team are predicting challenges in sourcing critical components & materials that will begin to affect finished goods lead times.

Now more than ever is a need for clear 6, 12, & 18 months forecast from the markets of their project potential so better insight on upcoming demand can be predicted. From this market insight, Dynalite operations can create a long-term component purchasing plans to reduce the impact of this on-going electronic component shortage challenge.

Market forecasts are not treated as commitments but as insights to potential market demands and allows for strategic management of operations purchasing and resource allocation.

All current orders received or forecasted are secure.

Please direct all inquiries to Daniel Walker.

#### Key Actions

- Ensure all project forecasts are correctly communicated back in [Signify Koolog](#).

Regards,  
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## Project template



Project template

Architecture FLX

Multisite and Store Flex

<https://www.partner.portal.signify.com/> ►

## Tip:

The use of the project template optional, but it helps throughout the entire project. It provides guidance on required customer input for multiple steps during your project:

- \* C4CS tickets
- \* OTRS tickets
- \* Design
- \* Commissioning

Intake form

Customer information

OTRS ticket # new customer

Customer/retailer

Existing customer for Store Flex (formerly known as StoreWise)

Yes

No

Existing customer for Multisite

Yes

No

Existing customer for Indoor Navigation

Yes

No

Contact persons

At customer/retailer

At Signify

Formats of the customer

Format 1

[e.g. Convenience]

Format 2

[e.g. Supermarket]

Format 3

[e.g. Hypermarket]

Site information

OTRS ticket # new site

Site details

Name

ID (if available)

Format

Format 1

Format 2

Format 3

Site address

Address

City

Postal code (ZIP)

Country

Latitude

Longitude



OTRS

New Process Ticket

Scroll To

Properties

Process

New Customer and New Site

Multisite :: New customer

Hint: All fields marked with an asterisk (\*) are mandatory.

Dialog Description

Register new customer

Properties



OTRS

New Process Ticket

Scroll To

Properties

Process

New Site

Multisite :: New site

Hint: All fields marked with an asterisk (\*) are mandatory.

Dialog Description

Provide data for new venue request

Properties

## OTRS tickets

<https://otrs.thegso.net/agent/login> ►

Via **OTRS** tickets you can request all Software (SW) 12NC's and onboard all new sites

- Request: “**New customer + New site**” (or only “**New site**” for existing customer)  
⇒ includes a 3 months freemium Multisite license
- Request: “**New license**” => ibase ID and SAP contract number needed!
  - ⇒ SW913705110001 Multisite Manager standard - 1yr
  - ⇒ SW913705110005 Multisite Manager emergency add-on - 1yr
  - ⇒ SW913705110006 Multisite Manager value pack - 7yrs
  - ⇒ SW913705110004 Multisite connectivity EU/US - 1yr
- Request: “**New user**” (designer + site engineer)
- Request: “**New work order**” (design + onsite)
- Request: “**New user**” (facility manager + format manager)

**Standardized OTRS tickets**

same for IAR multisite & indoor navigation

New customer + New site

New site

New license

New user

New workorder

Change request

For instructions on how to use OTRS tickets, go to:

<https://eu.degreed.com/pathway/rmplky6w9d?path=otrs-process-for-interact-indoor-navigation> ►

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OTRS tickets

<https://otrs.thegso.net/otrs/index.pl>

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☰

🏠 > New Process Ticket

Scroll To ▾

▾ Properties

Process ⓘ

New Customer and New Site

▾ Dialog Description

Register new customer

▾ Properties

\* Customer Name

\* Application

Multisite System Manager

Indoor Navigation

Multisite System Manager

Formats

\* Format 1 ⓘ

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☰

🏠 > New Process Ticket

Scroll To ▾

▾ Properties

Process ⓘ

New Site

▾ Dialog Description

Provide data for new venue request

▾ Properties

\* Customer

(e.g. 'Mar\*in' or 'Baue\*')

\* Application

Multisite System Manager

Indoor Navigation

Multisite System Manager

Existing format ⓘ

\* Site Name

Tip: use “New Site” ticket for existing customer.



# interact

The screenshot shows the 'New Process Ticket' form in the SAP Fiori 'License Management' app. The form is divided into several sections: 'Properties', 'Dialog Description', and 'Properties'. The 'Start Term' and 'End Term' fields are highlighted with a red box, and a red arrow points from them to a red box labeled 'Input required!'. Below the form, a list of services is shown, including 'Multisite Manager Standard - 1 yr', 'Multisite connectivity EU/US - 1yr', 'Multisite Manager emergency add-on-1 yr', 'Multisite Manager value pack - 7 yrs', 'Indoor Positioning SDK', 'Maps SDK', and 'Indoor Positioning Analytics'.

OTRS tickets

Tip: use ticket only for NEW users.

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Scroll To

Properties

Process

New User(s)

Dialog Description

New user request

Properties

\* Customer

(e. g. 'Mar\*in' or 'Baue\*')

\* Site

(e. g. 'Mar\*in' or 'Baue\*')

\* Name of User 1

FirstName\_Surname

\* User E-Mail 1

\* User 1 Type

Select...

- ☐ Analyst
- ☒ Designer
- ☐ External Developer
- ☐ Facility manager
- ☐ Format manager
- ☒ Site Engineer

<https://otrs.thegso.net/otrs/index.pl>

Tip: use 2 “New Workorder” tickets for every site.  
a) Design      Designer      offsite preparation  
b) Onsite      Site engineer      onsite installation & commissioning

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Scroll To

Properties

Process

New Workorder

Dialog Description

Provide the information requested below

Please note that the user(s) must already exist in the system.

Properties

\* Customer

(e. g. 'Mar\*in' or 'Baue\*')

\* Site

(e. g. 'Mar\*in' or 'Baue\*')

Design

Onsite

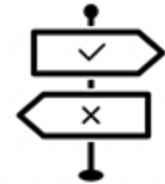
\* Workorder Label

Customer - SiteName

## Commercial customer pilot sites

Recognized need for customer pilots:

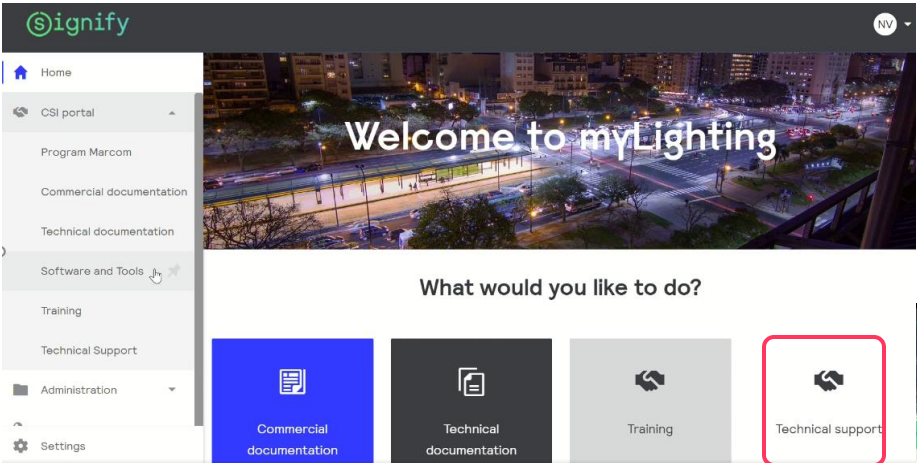
- To convince customer on value of multisite by experiencing it
- To trigger and support decision making at customer



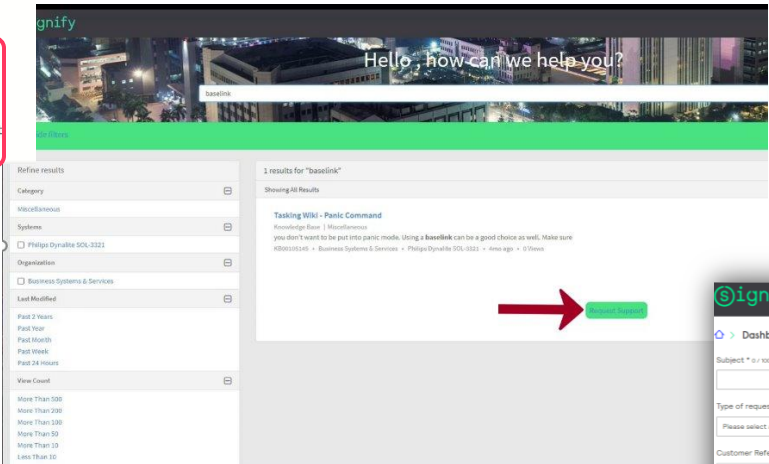
Commercial pilot site(s):

- To be ordered same way as “normal” site
- Pilot site(s) needs to be booked with a contract in SAP with Ibase
- Standard work instruction applies: “create stand alone contract” and “license registration using Ibase”
- Cost (ICOS) will be charged to market
- Contract period for pilot is limited to 1 year
- Start and end date of pilot need to be defined and documented clearly
- Pilot agreement with customer need to comprise an evaluation jointly with customer
- Software services offering is identical as for a “real site”, same SW features and remote monitoring service
- After expiration of license an extension needs to be ordered. Site turns into a regular serviced site/project

Request for support

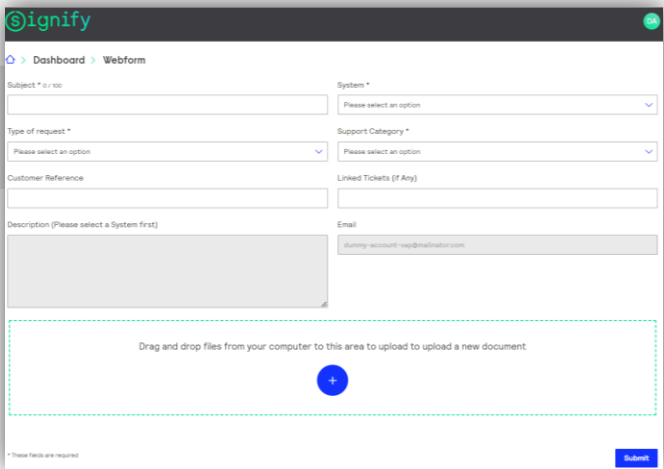


Login in the CSI Portal  
([www.mylighting.signify.com](http://www.mylighting.signify.com)).  
Then, click on Technical Support.



Try finding an answer in the Knowledge Base.  
If you can't find the answer, click Request for Support at the bottom.

Fill out the webform in English with all necessary details that help issue resolution, including any attachments.  
Finally, click Submit.  
You will then receive an automatic confirmation email.



## Expiry

### Important Note:

- ✓ You can renew/extend your license at any time to restore access to the rich set of multisite features and to your historical data

### If don't renew your license:

- ✓ Lighting in all your sites will continue to operate indefinitely.
- ✓ Local lighting control in every site keeps running including schedules, sensors, local BMS integration and local manual override.
- ✓ Signify might offer you a read-only access to multisite dashboard assets to see all your sites and their license status. Users will see unobtrusive messaging in the dashboard to notify them that the license has expired.
- ✓ Signify might still provide you with over-the-air security software updates to cloud and your site gateways.
- ✓ Your historical data will be stored for 90 days after expiry.
- ✗ Remote lighting control features will no longer be accessible after expiry.
- ✗ Remote system health features will no longer be accessible after expiry.
- ✗ Remote energy monitoring features will no longer be accessible after expiry.
- ✗ You will no longer be eligible for remote technical support.
- ✗ You will no longer be eligible for alerts and reporting features.
- ✗ You will not have automatically local Multisite control to adjust lighting of your site(s).



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