BEST SHELTER Cloud Software

dormakaba Sales Professionals:

One of the key components to the BEST SHELTER product is the Cloud software offering providing expanded control and capabilities to the solution. Expanded capabilities include items like email/text notifications, individual lock control, advanced programming and monitoring of the system. As indicated at the launch of the product, the Cloud software is included for the first year from purchase and will be a yearly recurring fee after that period to maintain access to the application. In the near future, this licensing will be enabled and notifications will start to be sent out to SHELTER system administrators, End User Consultants and Regional Sales Managers associated to the accounts. There are 3 stages to the notifications:

- Warning
    - This notice will be sent weekly starting 3 months ahead of the expiration of the license. This will be done in order allow system users enough time to purchase the renewal to maintain the functionality of the Cloud Software.
- Suspended
    - This notice will start the day that the license expires and continue for 30 days. System users will still be able to log into the SHELTER Cloud but will not be able to control their systems. This is a grace period to allow system users to purchase the renewal to maintain the functionality of the Cloud Software. If a system user purchases the renewal in this period, their system will restore to normal as soon as the order is entered.
- Expired
    - This notice will be sent after the Suspended period has ended. At this point access to the SHELTER Cloud will be terminated and the system user will no longer be able to access their system. If a site enters this condition and they would like to gain access to the Cloud software again it will be necessary for them to re-enroll and configure their entire system over again. Please note that systems that expire will still be able to be operated locally with the functionality provided in the local portal configuration.

As these communications start to roll out, please make sure to connect with your end users to ensure they purchase their renewal of the SHELTER Cloud to continue to have access to the features that it provides. Customers that wish to renew their license will need to order the following:

- SHX-SCS – SHELTER Cloud Software License - $800/List

When submitting an order, the MAC address of the gateway at the end user site will be needed to update the license correctly. The MAC address can be found on the Overview page as shown in the example here:

If you have any questions, please reach out to Daniel Stewart directly.

This as well as all other dormakaba marketing communications can be found at:
https://www.dropbox.com/sh/pbsi0r7i1p8bgm2/AACHYj4gzkgDLe232zy7cZfea?dl=0

Sincerely,

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