FlexSCADA Cloud

Web Based Monitoring and Alerting Solution

Our Flexs Q series devices feature built-in support for a wide array of industry-standard protocols allowing drop-in integration with many already existing software platforms. These protocols include SNMP, Modbus TCP, HTTP JSON, and CSV Memory Card Logging.
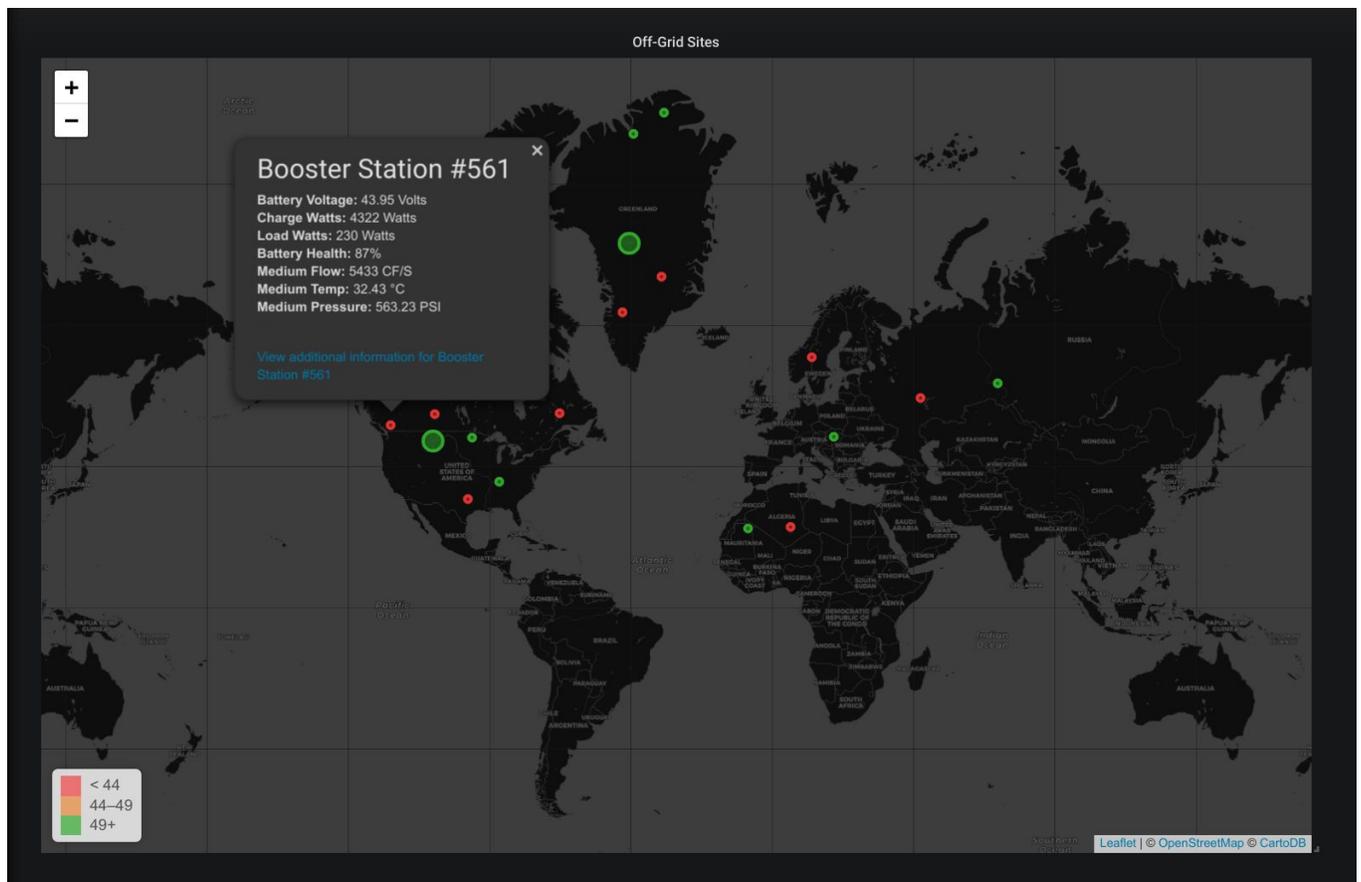
All of these protocols are restricted to dealing only with measurements and many of our users need a more comprehensive method for managing multiple devices which include features like managing device configurations, changing relay states and asset mapping.
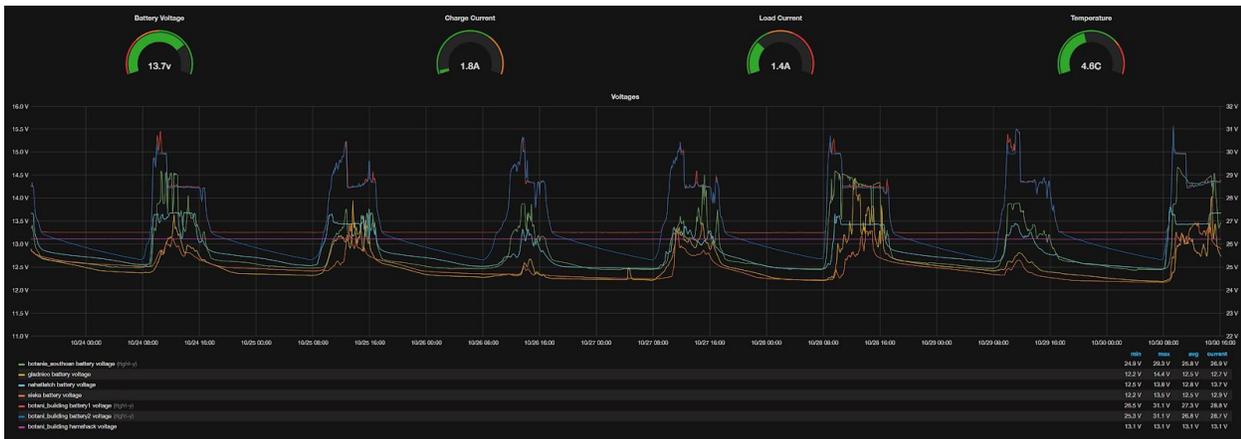To solve these limitations FlexSCADA has developed its own cloud hosting solution.

FlexSCADAs cloud system allows for easily managing multiple devices, creating dashboards and pushing configuration changes to remote devices.

The cloud system utilizes highly encrypted and compressed communication layer which always originates from the device removing the need for port forwarding and reducing network data consumption by as much as 400% compared to other protocols like MQTT or SNMP, it also enables the Flexs Q5 to continue to log data when communication is down and upload the stored measurements once comms are restored again.

The cloud sync protocol is fully documented and can also be integrated into your own software where needed.

FlexSCADAs cloud platform is based on Grafana which is used by SpaceX and NASA for powerful data visualizations. With its mobile-friendly web interface, users can create dashboards with simple drag and drop operations. Alarms can be configured with support for notification groups, alert levels and a wide array of alerting methods including Email, SMS and more!

Plans and Pricing

Plan	Min Data Logging Interval	Data Storage Time	Price
FC1	1 minute	5 Years	$25 /yr /device
FC2	10 Seconds	10 Years	$20/mo/device
FC3	1 Second	10 Years	$50/mo/device

All plans are pre-paid and must be paid with a credit card.

Support

Support is not included in our base pricing and is instead billed at $50.00 USD per hour with a minimum one hour period.

Training

Since our system is based on Grafana it already has comprehensive documentation and a wealth of information available online.

You will receive a basic getting started guide with your signup, for additional training please contact us.

Ready to get started?

Setup is simple and you can be up and running in just 5 minutes!
Send an email to info@flexscada.com or call us at +1 877 352 7395 to get started now.

Q/A

Where will the data be stored?

Data is stored in different places depending on what country you are located in and what rules govern data storage in your country.

For customers in the US, your data will be stored in our private servers in Seattle, WA.

How is the data stored?

Recorded measurements are stored in your own private InfluxDB database hosted on our dedicated servers located in a private locked rack at a high-security data center.
All of our servers feature full 100% 3X redundant mirrored SSD based storage, 32 Xeon processors and almost a TB of RAM which means your data is loaded extremely fast and is protected from data loss in the safest possible manner.

Who owns the data and has access to it?

Data is owned by you and stored in your own private database on our servers which you will receive credentials for.
FlexSCADA will also have access to your database for management and administrative purposes only but will never sell or market your data, It remains your private property much like a bank holds your money.
Since you will have credentials for the database you can optionally share it with other applications for additional analysis or for your own backup or archiving purposes.

What happens if our organization grows and we would rather host the cloud system ourselves?

Our software is based on four components.

- Database (InfluxDB)
- Grafana (Visualization)
- Grafana FlexSCADA Plugin (Customized Grafana Experience)
- FlexSCADA Daemon

All of these software components are made available to customers who would like to self-host, before canceling your plan with FlexSCADA you would want to export the contents of your database so it could be imported into your own self-hosted cloud system.
Our software package is compatible with servers running Debian based Linux distributions only.

What happens if your service becomes unavailable for some reason?

Devices will continue to record data locally in the event that communication is broken or our service is unavailable. The recording will continue for up to several weeks depending on the measurement interval and number of measurements collected.

Once communication or service is restored these measurements will be back-filled providing a seamless graph of data points for each measurement.

FlexSCADA takes numerous steps to ensure the highest service availability including

- 4+ redundant internet uplinks from major carriers
- Dual redundant power sources including UPS and standby Generator
- Dual redundant 3-way mirrored SSD drives
- Ready to swap in live server replacements
- 24/7 on-call data-center staff
- Advanced Firewalling

During service outages, you will be unable to access any of the cloud services. If you need to view measurements or change relays during this time you must log directly into the web-server running on the FlexsQ5.

What about liability?

Liability is covered in our Terms and Conditions which you will be required to agree to before accessing your account.

It explains that while we follow best practices to ensure your data is stored safely and we promise not to intentionally share it with anyone we do not take liability should a data or service

loss occur. This is in line with typical liability terms for cloud storage offered by most Tier 1 providers.

Additionally, the terms and conditions make it clear that backing up your data is your responsibility even though we take our own backups as a safety precaution.

Thank you for taking the time to learn more about our cloud based monitoring and visualization framework. If you would like to learn more or to evaluate for yourself if our system is a fit for your organization, please contact us.

FlexSCADA Systems
+1 877 352 7398
info@flexscada.com
https://www.flexscada.com