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RiZone OTM Suite

Tender Specification

RiZone OTM Suite
Performance Description

Version EN 10/2026

1. OT Management Software

The OT management software is used to monitor and manage the operational technology layer (OT layer) of an IT infrastructure, including data centers, edge environments, and distributed infrastructures. The software provides a clear overview of all network-enabled sensors and devices used in the OT layer. This ensures the reliable operation of the IT infrastructure and, through the optional calculation of variables, helps ensure that the required key performance indicators (KPIs) are met.

The software identifies supported OT devices within a defined network range and can receive and process status messages. The software facilitates centralized management of supported OT devices, for instance by setting values or centrally managing firmware.

Centralized user management supports a detailed authorization concept.

A map function enables centralized management of any number of locations. Users can be actively notified of status messages.

The software offers a high degree of flexibility because it can be deployed across different network segments. OT device data is collected locally by connectors and transmitted in encrypted form to the central services.

The software provides centralized management of physical security at rack level. Authentication options include simple authentication using a PIN code or card as well as two-factor or multi-factor authentication.

An integrated workflow engine enables the tailored development of individual workflows that can be adapted to specific requirements.

The software enables data analysis and visualization. Dashboards containing lists and charts can be created for this purpose. For more detailed analysis, an additional integrated business intelligence solution is available and can be extended to meet individual requirements.

2. Functional Overview

Architecture

The software is based on a containerized, cloud-native architecture. This allows vertical and horizontal scaling in line with customer requirements. Use cases include edge solutions as well as distributed IT infrastructure solutions across various locations.

In accordance with the software architecture, OT devices are captured locally by a software component referred to below as the connector. The connector consolidates communication within the relevant network segment and ensures secure transmission of the captured data to the central software services.

Supported Protocols

The software communicates with OT devices through the connector using *SNMP v1 to v3*. *SFTP* may also be used for data exchange between OT devices and the connector where required by the device. Communication between the connector and the central software services is encrypted using *REST (HTTPS)*.

Deployment in an IT Infrastructure

A single software instance can operate independent IT infrastructures, such as data centers. The software authorization concept is designed to support this. When permissions are assigned, each user can be restricted to the rights required to perform their role.

An IT infrastructure may span one or more locations. The software facilitates the creation of a structured location tree, utilizing components such as location, building, floor, room, rack row, and rack. The "location" component can be used multiple times.

Support and integration of OT Devices

The software is compatible with OT devices that use the supported protocols. OT devices are integrated through a simple, menu-guided assignment process. The system automatically detects components within the selected network range. Drivers can be created to integrate devices that are not natively supported. The solution’s full scope of functionality is available for natively supported devices. When not natively supported devices are integrated, the available functionality depends on the device-specific technical requirements.

Calculation of variables and KPIs

The software allows the creation of individual variables for each level of the location tree. These variables can be used to calculate KPIs or meet other individual requirements. Calculations can use historical data.

Visualization

The software’s visualization function is available at the level of room. The 3D view is generated automatically once all required properties have been configured at component level. Only natively supported components are visualized.

Charts

The software supports line, pie and bar charts. These charts can be created at any point in the location tree.

Access Management

When used with the required components, access management enables IT racks to be secured using a card or PIN code, as well as multi-factor or two-factor authentication. This effectively protects an IT rack against unauthorized access. In order to grant one-time access to a person who does not have dedicated access rights, an administrator can generate a one-time PIN. This PIN will grant the individual access to one or more IT racks for a defined period.

To ensure access to IT racks by authorized parties, such as security services or the fire department, a security PIN can be generated for a designated area. This pre-protected PIN can be provided to the relevant organization when required.

Supported Languages

The software supports German and English. The language can be changed during operation.

Management Portal

The software's Management Portal is the central administration platform. It is used for global configuration, user management and access to additional components for administering the software.

It also provides access to the available software services and to additional components for advanced data analysis and workflow configuration.

Interfaces

The software provides a public REST API that enables access to software functions through the Management Portal. This allows the software to be integrated into the customer's own infrastructure.

Project-Specific Extensions (PSE)

Extensions to the standard software described in this document can be implemented through the software interfaces as project-specific extensions (PSE). Implementation, maintenance of functionality and support are available as separate services.

2.1 Licensing

Software licensing is based on the number of integrated OT devices and the required connectors. The software allows for modular expansion of device and connector licensing.

Device Licensing

Regarding device licensing, each IP-enabled device that represents a main node, such as PDUs, chillers, or CMCs, requires one license point. Sub-devices such as temperature sensors or access management devices do not require separate licenses.

In a master/slave configuration, one separate license point is required for each master node and each slave node (e.g. master/slave PDU).

Connector Licensing

The software's base scope of delivery includes one connector license. The number of required connector licenses can be expanded separately and on a modular basis according to the operating environment.

2.2 Software maintenance and support

The software is continuously maintained and further developed in accordance with the current technical requirements of the market. With a valid software subscription, access to the latest program versions (updates, etc.), current documentation, new product releases, and remote software support is provided during the term of the contract.

Software maintenance

The standard scope of software maintenance includes the following services for the standard software version:

- access to the download portal for the relevant software version and documentation for the current standard software, together with centralized license access
- regular new software versions and updated documentation for the standard software

Software support

Software support includes the following services for the standard software version:

- access to local support to submit support requests (tickets)
- support is provided remotely during service hours
- product support for reporting problems and errors and for assistance with troubleshooting when
    - using the standard software
    - installing the standard software using the provided installation packages
- Software support is the central point of contact for:
    - questions and suggestions regarding the continuous development of the standard software
    - support and guidance for troubleshooting
    - support and guidance on compliance with licensing terms
    - support for integrating new licenses
    - support with questions about using the standard scope of the software
    - questions regarding the standard software documentation

Additional services

In addition to the scope of the standard software described above, separate services are available, particularly for installation, implementation and support with individual configurations.

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