City Aerials & Security

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Risco Cloud and App Second Update: 25/8/20

Dear Valued Customer,

We are contacting all customers regarding their alarm system fitted or serviced by us that uses the Risco Cloud services and Smartphone App. Unfortunately, we have been informed by RISCO they are ending the free use of this service, after several years of free use. However, don't worry as the new charges are minimal and no contract required and can offer the end user many ongoing benefits.

Since the Risco Cloud launched in 2010, they have made significant investments to develop the most advanced intruder cloud platform in the industry, providing an unmatched user experience and advanced added value integrated solutions. RISCO Cloud is now the most secure and robust security platform in the market.

Over the years Risco invested millions of pounds in cyber security protection, capacity, and survivability of our Cloud platform – unmatched by any of our competitors.

RISCO Cloud is hosted by Microsoft Azure and enjoys the highest standards of managed services, scalability, and data security. It meets the highest standards of quality and it has certification of European standards EN 50136-1 and EN 50136-3, as well as international standards, the ISO/IEC 27001:2013 certification. Risco also hold certification to the same level as Alarm Receiving Centres.

 In the UK, it is the only intruder cloud solution that is Secured by Design accredited.

The hundreds of thousands of sites that are managed by RISCO Cloud enjoy not only a feature rich platform, but also a high service level and superb performance which is highly responsive to user's actions. All of which is possible due to the advanced technology of RISCO Cloud.

Why will there be charges for RISCO Cloud?

RISCO Cloud was provided free of charge to installers and end users for many years, despite the high cost of development and maintenance of the platform. RISCO Group always emphasised in the terms and conditions of the Cloud and the App, that fees may at some point in the future be applied for using the Cloud services.

As Risco are striving to continue to provide the best solution on the market, with exceptional service levels and investment in future developments, such as enhanced video and doorbell, RISCO Cloud will cease being a free service in the coming weeks.

We trust you can appreciate the high level of investment, Risco have made and continue to make, to provide you the best interactive services platform in the market.

Another key feature of the Risco Cloud. is that it continues to give us the installer, the option to carry out remote serving, system changes and diagnostics. This has been extremely useful and recent times and can reduce the need for costly callouts and resolve issues much quicker for our customers.

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Grace period

To allow you to make the necessary preparations and decision, there is a grace period until the end of 2020 without charges for sites that are already registered in the Cloud. Only the cloud/internet services will be affected, and you can continue to use your alarm system as a standalone system if you chose not to continue with the cloud service.

New Costs for existing users registered before March 2020

The new cost for the service is competitive (from just over £2/month is paid for annually) in line with other manufacture and is worth having for the benefits in our opinion. We currently plan to have the two following packages available:

Plan	Monthly	Annually
Standard Cloud/App & Notification Services Only *(customer can use app and cloud services, set and unset, setup & receive notifications, view events, setup users, omit zones, view faults, view detectors, but would be charged for any remote servicing/engineer remote logins)*	£3.00	£25.00
Standard Cloud/App & Notification Services with Remote Servicing *(customer can use app and cloud services, set and unset, setup & receive notifications, view events, setup users, omit zones, view faults, view detectors, Customer will receive a yearly remote service check & would not be charged for any remote servicing/engineer remote logins and checks)*	£3.50	**£30.00**

Please note these charges are in addition to any current service/warranty plan and on-site servicing visits or repairs costs that may be required.

Remote serving is a useful tool that can let the engineer login remotely to your system to carry out diagnostics, view faults, carry out various remote tests and calibrations, change system settings, omit faults and resolve system troubles. However, this does not fully replace the requirement for onsite visits for certain physical checks and replacing batteries etc. We can also offer more comprehensive service plans too, please ask for more information. *(remote servicing is carried out within normal working hours soon as an engineer is available)*

If you would like to proceed with one of the above plans, please let us know by email, message or telephone and we will set this up for you and invoice you for the chosen plan when the grace period ends. We will also contact you nearer the time to confirm how you would like to proceed.

Should you have any further questions on the RISCO Cloud services on new planned charges, please do not hesitate to contact us to discuss it further on 024 7627 2553 or email info@city-aerials.com

Best Regards City Aerials & Security.