

Manitou Cloud Process Flow Diagram

03/04/2026 4:08 pm EST

Purpose

The following diagrams provide a basic high level overview of the different stages of a SaaS and PaaS project. The Task numbers are linked to [TaskRay Templates Project Plans for SaaS and PaaS](#).

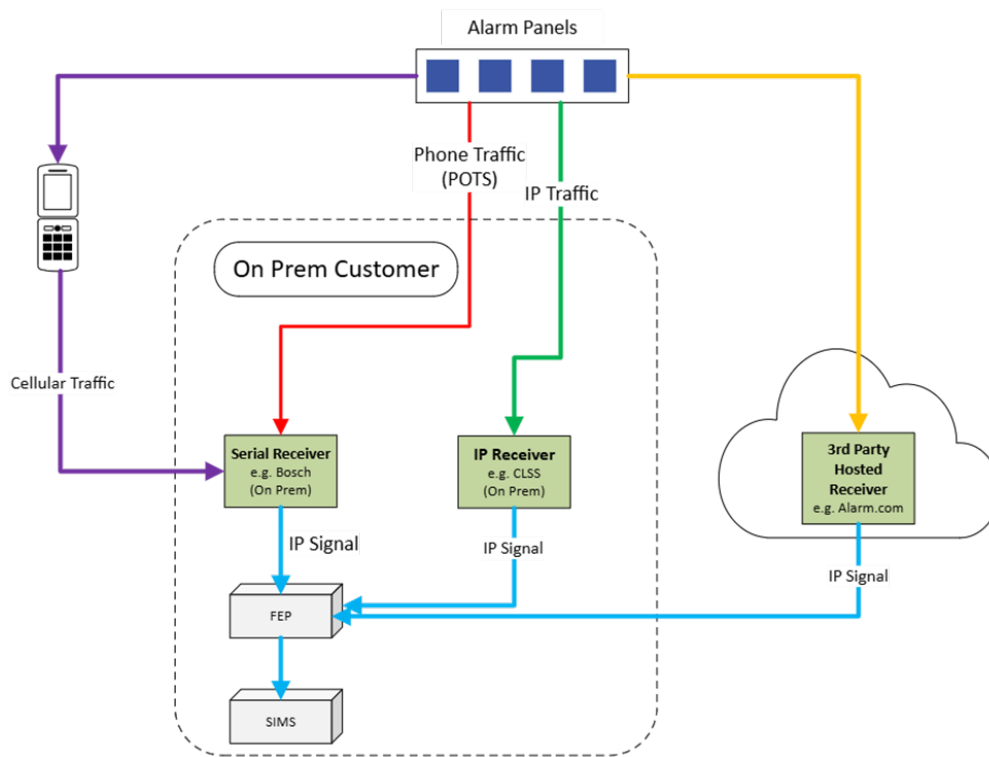
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On Prem Diagram

The below diagram is a basic overview of signal traffic, starting at the Alarm Panels through the most common routes:

- Cellular Traffic
- Plain Old Telephone Service (POTS)
- IP Traffic
- 3rd Party hosted, e.g. Alarm.com



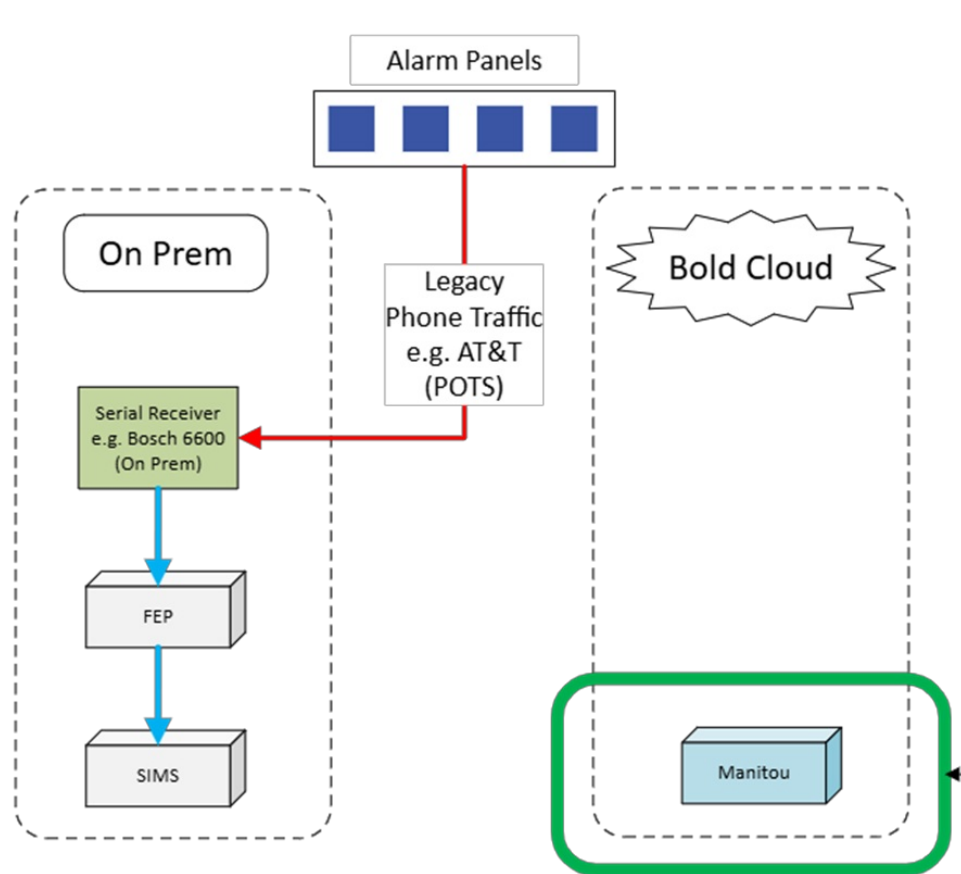
SaaS / PaaS - Cloud Spinup

Task 100 "Set up Cloud Environment"

The Infrastructure Team will need to spin up the cloud server and add default files for Manitou Install.

Task 110 "Install Manitou add on modules"

After Infrastructure complete the spinup, Infrastructure will install Manitou and add on modules



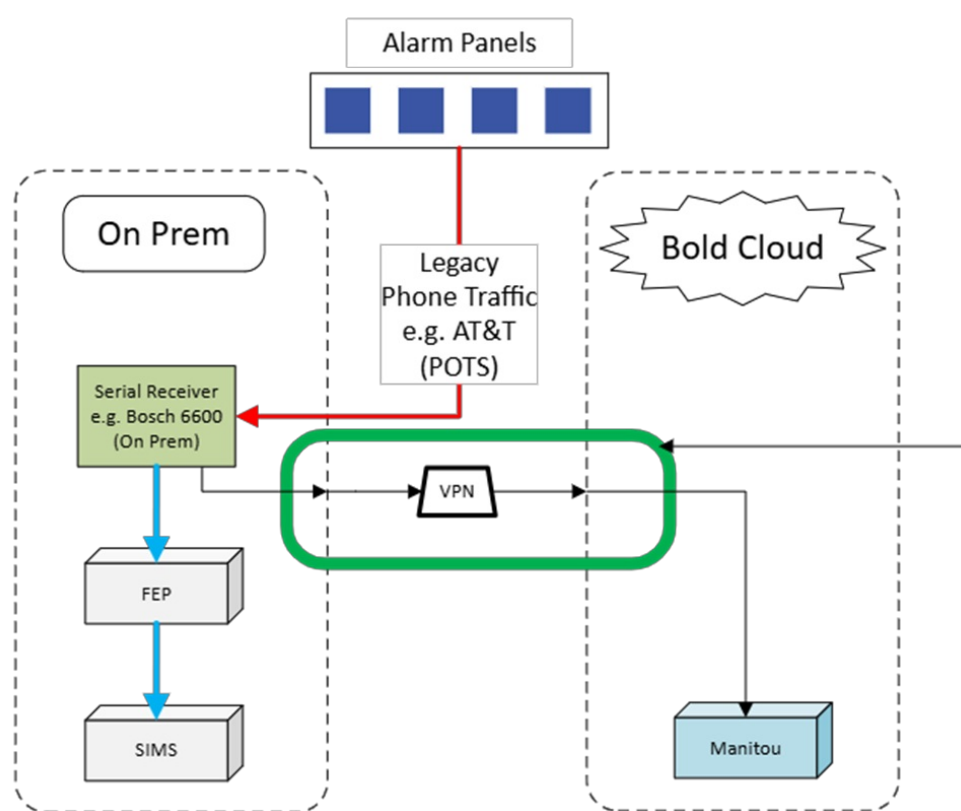
SaaS / PaaS - Site to Site VPN

Task 140 Call to setup site to site VPN

PM to coordinate 1 hour call with the Infrastructure Team (Allen Roberts) to setup the VPN

Configuration will be:

Alarm Pannels > port 2001 > On Prem Receivers > SITE TO SITE VPN > HOSTED MANITOU



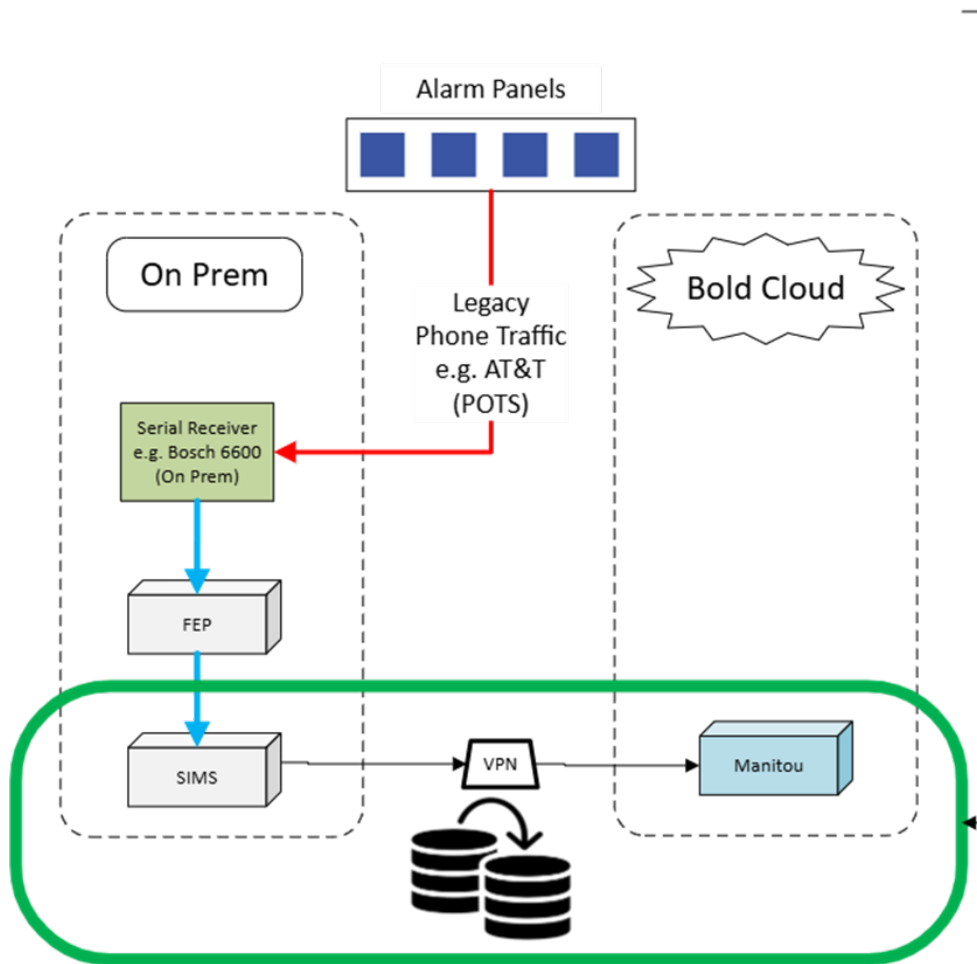
SaaS / PaaS - Database Backup and Replication

Task 260 "Database Backup" ONLY for existing Manitou on Prem customers

If they are an existing Manitou on Prem customer, a data backup is required.

Task 270 "Server replication" Replication is established at both Data Centers, CO and WI

Replication is required both at CO and WI Data Centers.

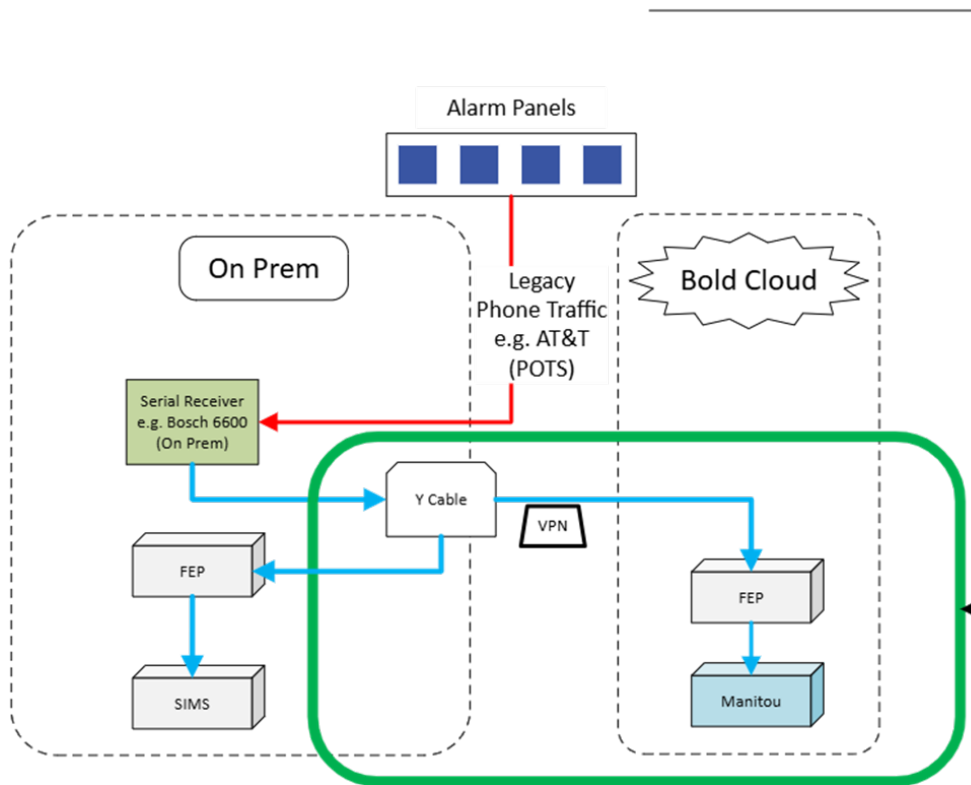


SaaS / PaaS - Signal Splitting Serial Receiver

Task 310 "Split Signals and Test Connectivity to Cloud"

Signal Splitting is completed (not for Manitou On Prem)

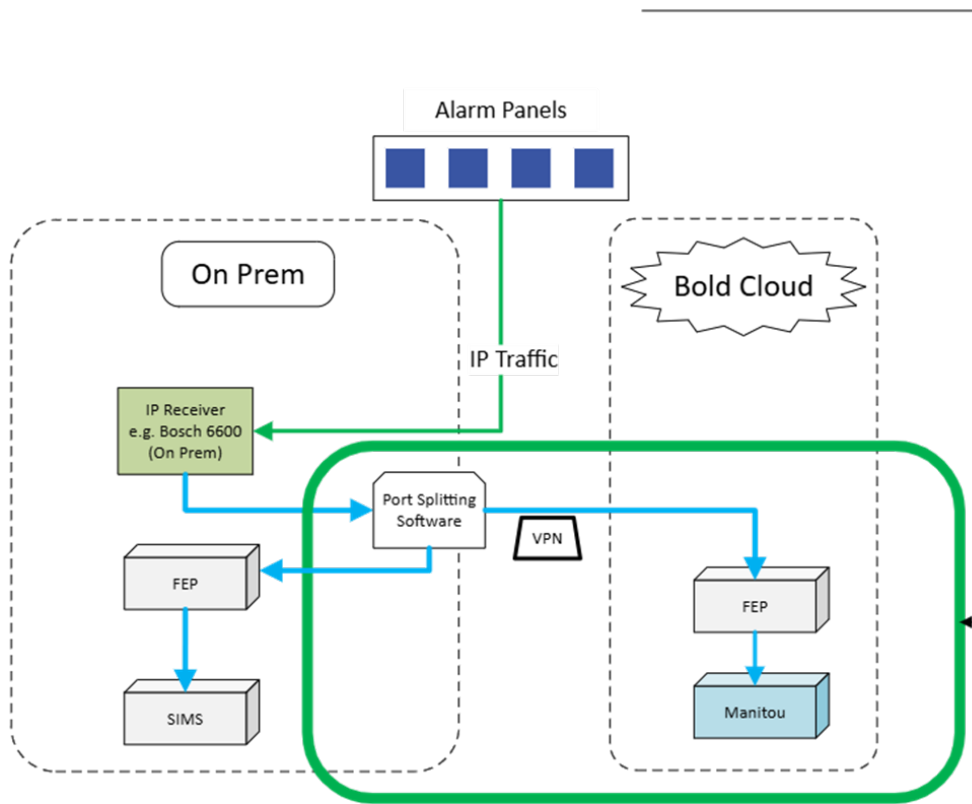
Infrastructure Team can provide Y Cabels if the devices are physical or serial. PM to obtain a postage address and recipient. The receiver spreadsheet will be used by the Infrastructure team to determine the correct quantity to be shipped.



SaaS / PaaS - Port Splitting IP Receiver

Task 310 "Split Signals and Test Connectivity to Cloud"

For IP receivers, port splitting software is installed

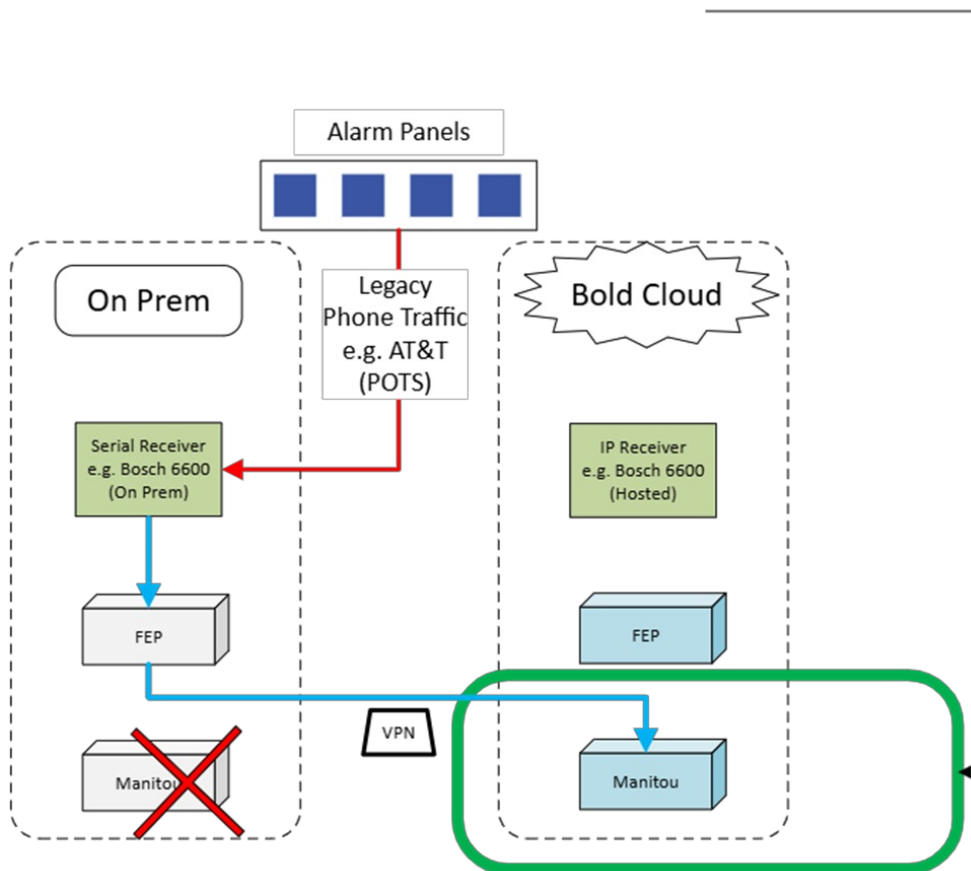


SaaS / Paas - Software Fail Over

Task 530 "Software Fail Over to Cloud [Only for Manitou to Manitou]"

The purpose is to point the customer's On Prem IP receivers and On Prem FEP to hosted Manitou.

For a PaaS project, the customer will still use their legacy receivers and FEP server until Receiver Fail over.

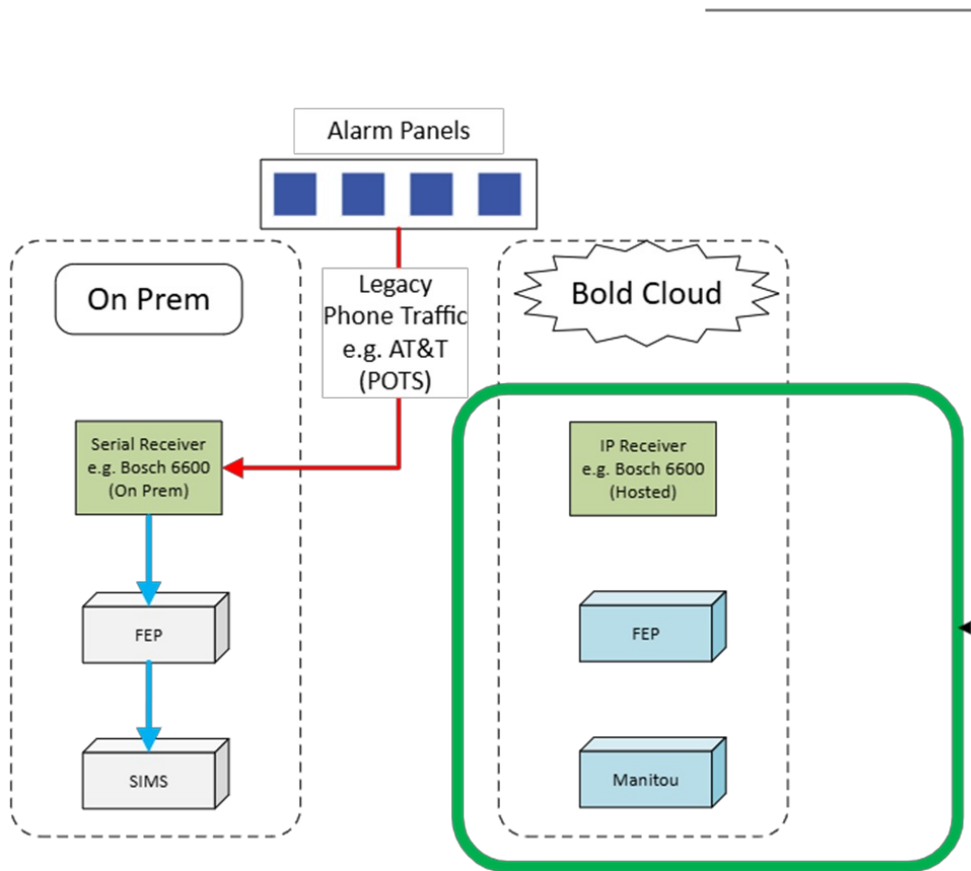


SaaS / PaaS - FEP Configuration

Task 550 "FEP Configuration"

The SaaS Team will install receiver software on the cloud environment and configure the cloud FEP. The purpose is to create receivers in the new cloud environment that replicate the existing receivers in the legacy system.

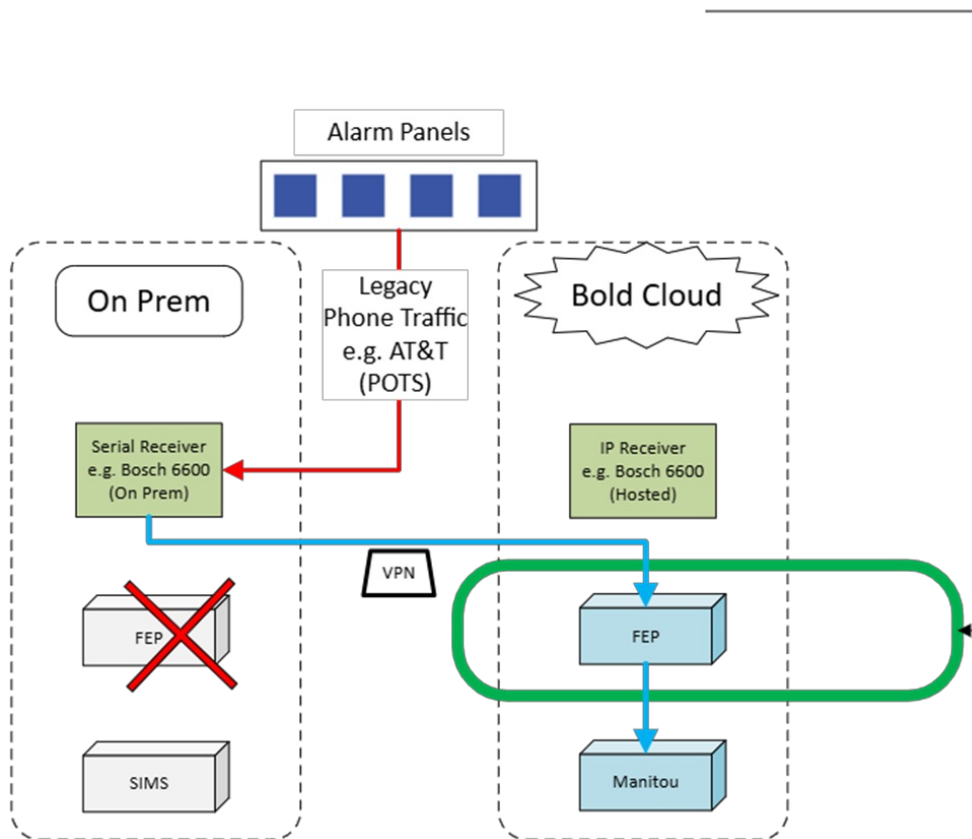
Definition: A front-end processor is a server to offload data processing to ensure more reliable traffic directly to Manitou



SaaS / PaaS - FEP Server Failover

Task 565 "FEP Server Failover"

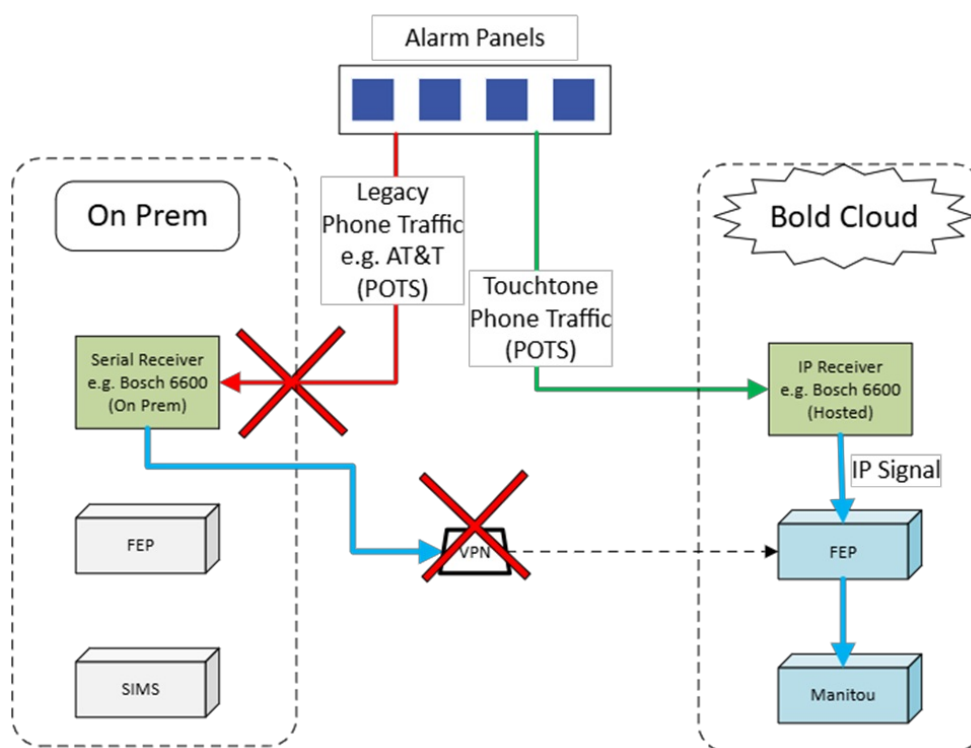
FEP failover removes the on prem FEP and changes the primary to the hosted FEP. On Prem receivers are now sending signals directly to the Bold hosted FEP.



PaaS - Phone Porting

Task 590 "Port Toll Free Phone Lines"

Legacy phone traffic is "ported" from the old carrier to the new carrier so phone traffic goes from the existing Alarm Panels to the Bold hosted receivers.



PaaS - Move IP Receiver Traffic (Part 1)

Task 580 "Move IP Receiver Traffic"

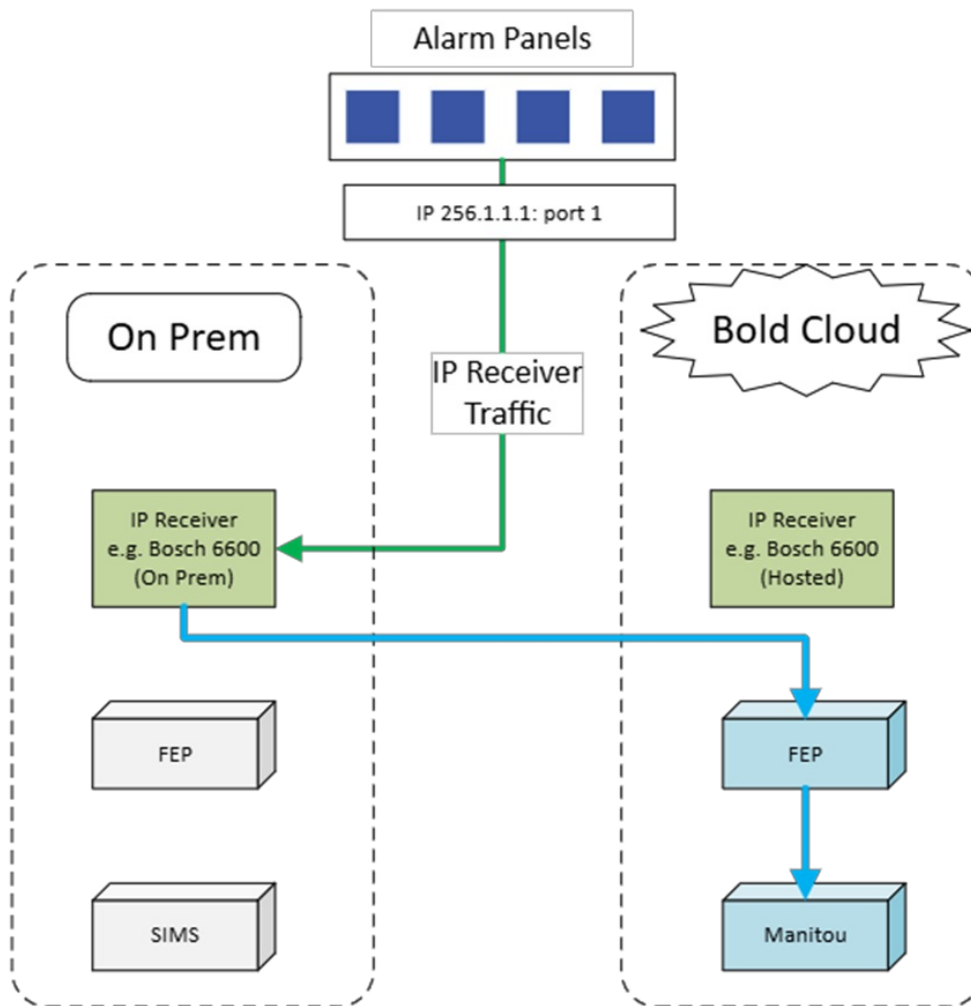
After SaaS go live the On Prem receivers are the primary. The purpose is to point the on prem receivers to the Bold cloud FEP for customer with IP receivers that are moving to the receiver Farm

>The Alarm Panels are currently pointing to the customer's On Prem server

>The Alarm Panels will need to update IP to our data centre.

e.g. PRIMARY: 256.1.1.1: port 1 / SECONDARY: 256.1.1.2: port 1

>If they have IP director, they forward their IP's to Bold datacentre IP without configuring panels

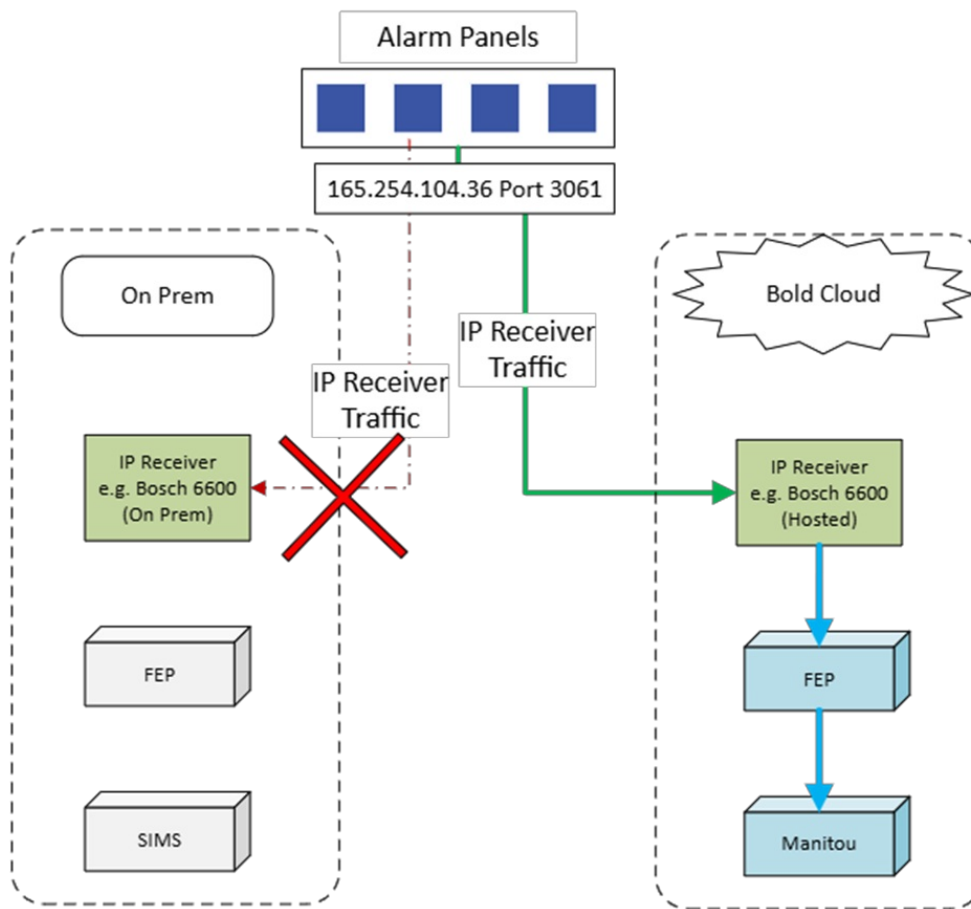


PaaS - Move IP Receiver Traffic (Part 2)

Task 580 "Move IP Receiver Traffic"

The Alarm Pannels are updated to point to the Bold Hosted Data Center

e.g. PRIMARY: 165.254.104.36 Port 3061 / SECONDARY: 172.83.126.34 Port 3061

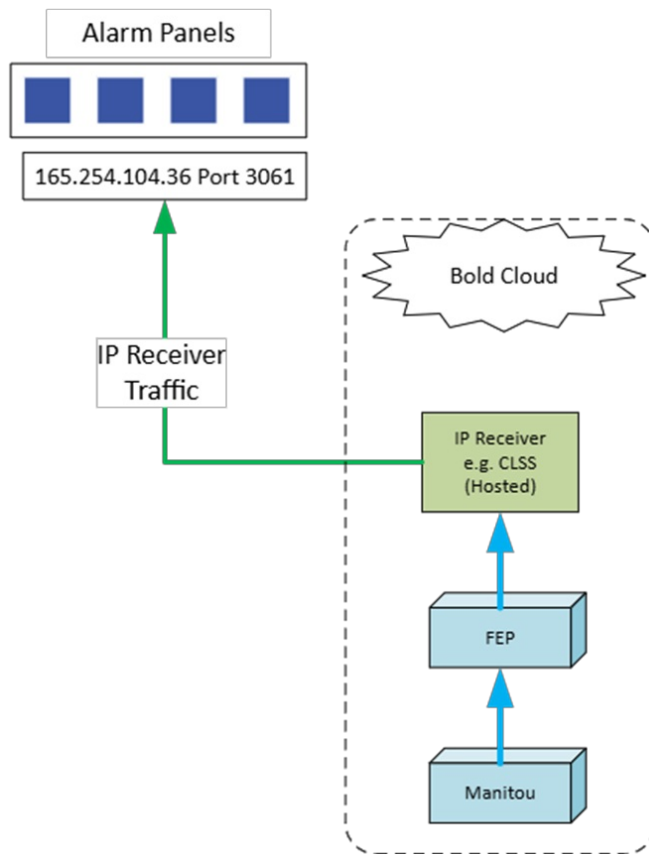


PaaS - Move IP Receiver Traffic (TCP out)

Task 580 "Move IP Receiver Traffic"

The direction of the IP traffic from receiver to Manitou or Manitou to receiver is based on the receiver make.

TCP - Out (Manitou points to Receiver) - IP field in Manitou has the IP address of the receiver (e.g. CLSS receivers)

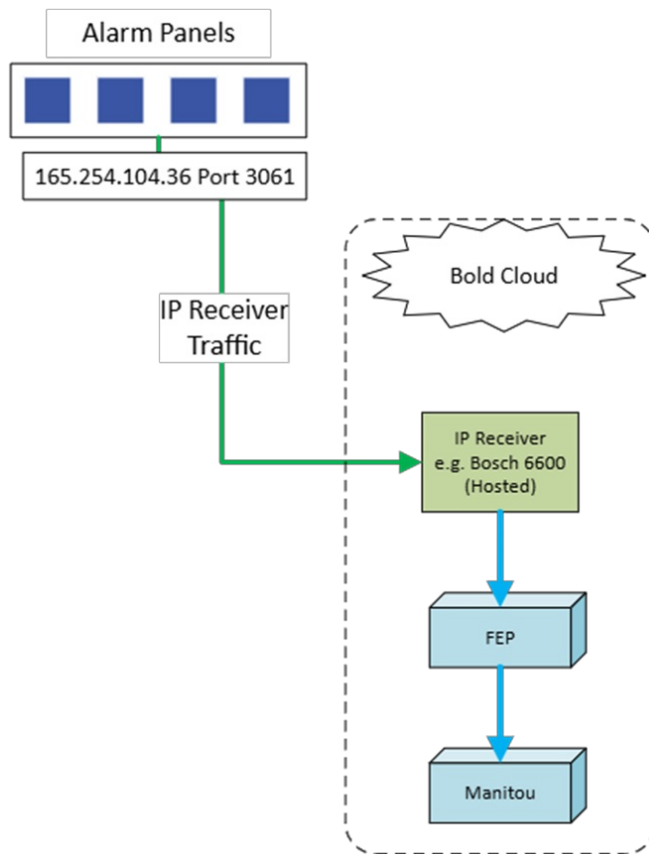


PaaS - Move IP Receiver Traffic (TCP In)

Task 580 "Move IP Receiver Traffic"

The direction of the IP traffic from receiver to Manitou or Manitou to receiver is based on the receiver make.

TCP - In (Receiver to Manitou) - The IP field is ignored and local host is used (e.g. Bosch receivers)



IaaS Diagram

For Infrastructure as a Service, Bold Cloud host receivers and the customer retain Manitou servers on prem. Ideally, to reduce latency the FEP should also hosted, but the customer can retain the FEP on prem if required.

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