

ATLAS CLOUD

REMOTE MANAGEMENT AND MAINTENANCE

Activate your Atlas Cloud account.

The dealer's guide to recurring revenue, remote support, and total customer control.

You already have **Atlas panels in the field**. Atlas Cloud lets you manage every one of them from anywhere, and **extends the panel warranty** for as long as the subscription is active. No port forwarding. No truck rolls. No expensive remote support software.

Who this guide is for:

Atlas dealers who have not yet signed up for AtlasCloud, and dealers who created an AtlasCloud account but haven't connected any panels yet. Inside, you'll find the business case, the technical answers, and a 6-step path to get your first panels online.

+ 90.000 *Doors secured*	**+ 30.000** *Panels Installed*	**+ 90** *Countries*	**+ 20** *Years experience*

What is Atlas Cloud?

A hybrid cloud management portal for Atlas dealers

AtlasCloud is a cloud customer management portal built for Atlas dealers. Once you sign up, you get your own login to view, manage, remote into, and support every customer's primary panel from anywhere on the globe. Secondary panels connected to each primary are monitored through the same portal.

Getting connected requires only a firmware update on the panels you already have installed; no new hardware, no architectural changes. Once connected, you can push firmware, run backups, check hardware status, and make configuration changes through a single pane of glass.

How it works?

1. Update the firmware

Update the primary panel to AtlasCloud-enabled firmware. No hardware swaps, no architectural redesign. Your existing system keeps operating exactly as before.

2. Sign up for the portal

Register your dealer account at atlascloud.io and receive your portal login.

3. Connect, click, and control

Select any customer's primary panel from the portal. AtlasCloud creates a secure tunnel to the on-site device. From there, push firmware, pull backups, check hardware, modify users. Across the primary and every secondary connected to it.

Already have an Atlas panel?

Without Atlas Cloud	With Atlas Cloud
Truck roll required for non-hardware issues	Remote troubleshooting from anywhere
Port forwarding & network configuration	Built-in protocol. No port forwarding
Pay $52–$150+/month for remote access tools	No third-party remote client needed
Manual on-site firmware updates	Push firmware to primary & secondary panels remotely
No recurring revenue model	Per-door monthly fee. Passed through to customers
Standard panel warranty only	Extended panel warranty for as long as the subscription is active

Why sign up?

Six business reasons that pay for themselves

The bottom line for dealers

Recurring revenue. Lower service costs. Happier customers. Extended warranty.

AtlasCloud turns one-time installs into a monthly revenue stream while cutting your operating costs on every site you support. The dealer pays a per-door monthly fee and passes that cost through to the end customer. Generating margin on a service the customer already wants.

1. Extended panel warranty

For as long as you're subscribed

This is the reason many customers buy. While an AtlasCloud subscription is active, the warranty on the connected Atlas panels is **extended**. Protection that ends the moment the subscription lapses. As long as the customer keeps paying, their hardware keeps being covered.

Why it sells. For end customers, an extended warranty turns a monthly cloud fee into hardware-protection insurance. Easy to justify in any budget conversation. For dealers, it removes the single biggest objection to recurring billing: "what am I actually paying for every month?" The answer is now: cloud management, remote support, and ongoing warranty cover.

2. Reduce truck rolls

Cost savings

Fewer truck rolls means lower transportation, fuel, and labor expenses. A direct hit to your operating costs.

Increased efficiency

Remote troubleshooting resolves issues faster than dispatching a technician, which lifts customer satisfaction.

Improved safety

Fewer site visits means fewer opportunities for technicians to encounter on-the-job hazards.

Environmental benefit

Fewer vehicle miles means lower emissions. A sustainability win you can share with customers.

3. Stop paying for third-party remote clients

Cost savings. Remote access tools like TeamViewer or ScreenConnect run from roughly $52/month for a single user up to $150+/month for multi-user plans. AtlasCloud replaces them for Atlas panel access.

Ease of use. Traditional remote clients require someone on the customer's end to open software, share a code, and grant admin access. AtlasCloud removes those steps. Log into the portal and you're in.

4. No more port forwarding or hosted domains

Cost savings. Network configuration and port forwarding cost time on every install. Hosted domains carry recurring annual fees that scale with the number of customers you serve.

Ease of use. AtlasCloud's built-in protocol communicates directly with the portal. Power up, plug in, activate. That's the install.

5. Deliver more value to your customers

Customer remote access. Provide your customers with their own login so they can unlock doors, add users, and run their site from a tablet, laptop, home PC, or mobile phone. Anywhere with a network or cellular connection. (Customer support remains the dealer's responsibility.)

Future cloud-only integrations. AtlasCloud is the platform for upcoming features that will not be available off-cloud, including visitor management, video, and mobile credential management.

6. Secure, encrypted database backups

Customer data: users, access rights, biometric templates. Stays on the panels at the customer site. AtlasCloud adds the option to store **encrypted database backups in the cloud**, so a hardware failure or panel replacement doesn't mean rebuilding settings from scratch.

FAQ

Do I need to change any hardware? No. Only a firmware upgrade is required.

Is AtlasCloud mandatory? No. Cloud connection is optional and can be enabled at the dealer's or customer's discretion.

Can I revert to older firmware? There is no need to. The cloud option does not alter panel logic or architecture.

Do I need port forwarding or network configuration? No. AtlasCloud connects directly to the portal through a built-in protocol.

Is customer data stored in the cloud? No. Data, users, access rights and biometric templates remain on-site. Only encrypted database backups can be optionally stored.

What does it cost? Dealers pay a monthly fee per connected door, creating recurring revenue opportunities.

Does the subscription extend the warranty? Yes. Active subscriptions extend the warranty of connected Atlas panels.

Can customers access their own panel? Yes. Dealers can provide remote access links, while end-user support remains the dealer's responsibility.

Will secondary panels still connect after the update? Yes. Primary and secondary panels can be updated without breaking their connection.

Is there a mobile app? Yes. The Atlas mobile app supports multiple primary panels and sites.

Have questions before you start?

Contact ZKTeco Europe directly for onboarding support, dealer pricing details, or to schedule a free consultation walkthrough of the portal. Visit our website ***www.zkteco.eu*** or get in touch with our sales team at ***sales@zkteco.eu***.

ZKTeco Europe
Ctra. Fuencarral 44. Building 1, 2nd Floor.
28108. Alcobendas, Madrid. Spain.
sales@zkteco.eu | +34 916 532 891