

ROAM® to StreetMan® Central Management System Migration



In July 2020, Acuity Brands announced that it was sunsetting sales of new ROAM Concierge wireless outdoor lighting management systems. This followed the sunsetting of ROAM Enterprise and ROAMview products. Acuity Brands is now pleased to announce that existing customers who have continued to use ROAM products will have the opportunity to migrate from the ROAM control system to the Dhyan StreetMan Central Management System. The migration will provide existing users of ROAM with a modern user experience and the ability to continue using their existing ROAM lighting control assets.

Benefits of Dhyan StreetMan

StreetMan is a comprehensive, multi-vendor, modern and secure Central Management System (CMS) that Dhyan has been offering for several years. The system manages thousands of smart streetlights in North America. Due to its open and technology-agnostic architecture, StreetMan can manage streetlights and other smart assets from third party hardware manufacturers. Key benefits include:

- Seamless migration from ROAM Concierge, ROAM Enterprise and ROAMview systems to StreetMan
- More advanced UI, management and control, reports, and charts for an improved customer experience
- Mobile app which allows customers to manage their lighting system from their mobile phones or tablets
- Ability to add networked lighting controllers from other vendors if customers want to consolidate or expand their management of lighting assets
- Ability to manage assets such as cameras, Wi-Fi access points, EV chargers etc., providing a path for smart city initiatives
- Ongoing support, updates, and maintenance from an experienced IoT company with exceptional customer service

Migration Scope

The scope of the ROAM to StreetMan migration will primarily focus on the functionality currently managed by the ROAM network operations center (NOC) and customer portal in the cloud. Once the migration is complete, existing ROAM Concierge gateways will be redirected to communicate with the Dhyan StreetMan cloud instead of the Acuity ROAM cloud.

Current ROAM Architecture:

ROAM Nodes ↔ ROAM Gateway(s) ↔ ROAM Network Operations Center ↔ ROAM Portal

Future State ROAM + StreetMan Architecture:

ROAM Nodes ↔ ROAM Gateway(s) ↔ Dhyan StreetMan (cloud based)

Migration paths for different ROAM Systems

ROAM Concierge

ROAM Concierge migrations will happen over a few phases over the next several months with the following target dates:

September 21, 2022: Notices will be sent to ROAM Concierge Customers detailing migration plans and their options going forward. They can then begin discussions with Dhyan regarding signing up for a StreetMan Software as a Service (SaaS) contract.

November 2, 2022, to January 16, 2023: Migrations to Dhyan StreetMan will begin for customers who have entered into agreements with Dhyan. During this phase both the Acuity instance of ROAM on Microsoft Azure Cloud and Dhyan StreetMan on Amazon AWS will be active simultaneously to allow for migration activities.

January 16, 2023: Phase 1 portal migration from ROAM to Dhyan StreetMan will be complete. Existing ROAM Concierge customers will lose access to the ROAM Concierge portal. Formal notice terminating their contracts will be sent prior to this date.

January 16, 2023, to March 31, 2023: Phase 2 backend migration will begin. Work needed to redirect ROAM gateways from the Acuity ROAM cloud to the Dhyan StreetMan cloud will be carried out for customers who signed up for the StreetMan migration. Certain migration activities may require physical access to the gateways to redirect their entry points from communicating with the Acuity ROAM cloud to communication with the Dhyan StreetMan cloud.

April 1, 2023: Acuity will shut down its instances of ROAM on Microsoft Azure and Google Maps API.

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ROAM Enterprise and ROAMview

For large ROAM Enterprise and ROAMview customers, the respective Acuity Sales Channel personnel who own these relationships with the customer are encouraged to reach out to the transition team outlined below to discuss personalized migration plans.

Support and Warranty

Dhyan

Following migration, Dhyan will be the first point of contact for customers for system support and diagnostics. If Dhyan determines the issue to be hardware related, they will transfer the issue to the manufacturer of the applicable hardware, which may include Acuity Brands for lighting fixtures and ROAM nodes and gateways.

Acuity Brands

Acuity Brands will handle all replacements of ROAM nodes and gateways, whether within or outside of warranty. Acuity Brands will also handle sales of additional ROAM nodes and gateways for existing installations. If field visits are required for transition, hardware or network troubleshooting reasons, such activities will be billed to the customer.

About Dhyan

Dhyan is a US software and IoT solutions company with headquarters in Fremont, California. They have been in business for over eighteen years providing highly scalable smart device management IoT solutions. Dhyan's products have been deployed successfully at Fortune 100 companies and are today managing millions of devices in the IoT space.

More Information and Migration Team

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FAQs

ROAM to StreetMan Central Management System Migration

What ROAM systems were available to the market and when were they sunset?

Three offerings of the ROAM wireless outdoor lighting management system were available from 2006 to 2020:

1. ROAM Enterprise: Customer / on-prem hosted offering with similar capabilities to ROAM Concierge
 2. ROAMview: A lite on-prem standalone version of ROAM designed for small sites
 3. ROAM Concierge: Centrally hosted and as of 2017 cloud hosted (Microsoft Azure and Google Maps) platform
- ROAM Enterprise sales were sunset in 2016, ROAMview in 2019 and ROAM Concierge in 2020.

Will existing ROAM gateways and nodes work with StreetMan?

Yes, all existing gateways will work with StreetMan during the migration but all customers who choose to migrate are required to upgrade any remaining ER700s on their deployments to the new ROAM ER900 gateways introduced in Summer 2020.

What ROAM nodes will be available in the future and for how long?

From now on, the ROAM DV series nodes are the only model of nodes available, and Acuity will support these nodes through December 2027 while component supplies last. Since StreetMan also support nodes from other manufacturers, if customers want to use different type of nodes or to obtain additional nodes after Acuity stops selling existing ROAM nodes, they could also switch to other cellular nodes supported by StreetMan for replacement and deployment expansion purposes.

What happens if ROAM Concierge customers do not choose to migrate by January 16, 2023?

Existing ROAM Concierge customers will no longer have access to a system to manage their outdoor lights as their contracts and access to the ROAM Concierge portal will be terminated. Once this happens and the ROAM nodes lose access to the ROAM system, these nodes will revert to working as basic photocells.

What happens if ROAM Enterprise or ROAMview customers do not choose to migrate by January 16, 2023?

Existing ROAM Enterprise and ROAMview customers will stop receiving support for their existing ROAM system. Only limited maintenance mode tech support will be provided.

Will ROAM Enterprise or ROAMview customers who choose to migrate have to pay SaaS fees?

Yes, Once signed up for ROAM to Dhyon StreetMan migration, all customers including ROAM Concierge, ROAM Enterprise and ROAMview customers will have to execute a new SaaS contract with Dhyon and pay SaaS fees.