



Event handling the safe way

Rely on Siemens for event monitoring, analysis and response

With Siemens Event Handling services, you have the confidence of knowing the technical operations of your fire, security and building automation systems are monitored continuously.

■ Optimal safety

Can you safely say that your systems are operating at optimal capacity? You can, with Siemens at your side. Our preventive measures for your systems assure continuous high performance and seamless protection of your people, operations and assets.

■ Critical support

Does your staff have access to sufficient support and expertise in critical situations? They will, with Siemens. Our services are provided by screened, trained and highly specialized experts who verify events and downtimes according to the predefined plan. Furthermore, we forward defined events to the customer and initiate the appropriate intervention, if verification is positive according to the event monitoring plan.

■ Trusted ally

In Siemens you find a trusted ally to prevent technical disruptions and reduce potential hazards and damage from undetected emergencies. To ensure the 24-hour operation of your crucial systems, we provide monitoring, analysis and response services to immediately detect and correct technical problems.

Highlights

For your peace of mind, we provide:

- Secure remote monitoring of events
- Screened, trained and highly specialized experts
- Reliable and professional support
- Early detection of critical situations
- Customized technical event response plan
- Coordinated remedial action

Alarm Management: Event handling the safe way

■ Partnering for event handling

Siemens is the perfect partner for companies with no one on staff who can respond to technical disruptions to their security, fire alarm or building automation systems. We also partner with companies who want to completely outsource these important, 24-hour duties.

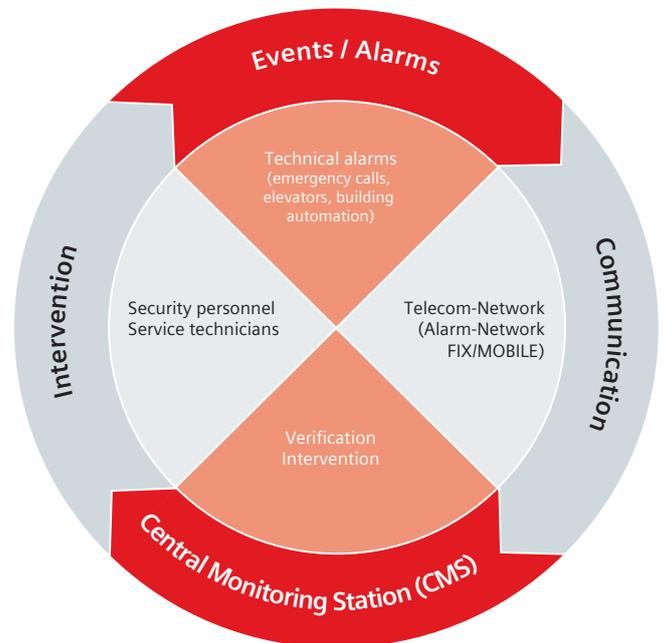
Through your telecommunications lines, Siemens' Event Handling service detects any of a number of previously defined non-life-threatening technical problems. Following a plan that has been developed together with you, we verify alarms and generate corrective action.

- **Monitoring** begins with the identification of potential technical problems that will generate alarms, system failures, instabilities or irregularities, and the necessary solutions. We monitor the equipment within jointly established timeframes and let you know when a problem needs the intervention of security personnel or service technicians. We will install any necessary transmission devices to link your equipment

to the monitoring system at one of our Central Monitoring Stations.

- **Analysis** services give you the regular, detailed information you need to improve the operations of your fire, security and building automation systems. We maintain statistics on your systems and generate reports that outline events and downtimes and provide analysis of the problems and solutions.
- **Response** services are customized to meet your needs and can include either remote or on-site response. Early detection and fast intervention limit potential damages. Once an alarm is verified, we organize the appropriate on-site or remote response. We initiate the agreed-to corrective action, inform you of the problem and coordinate remedial work, such as any necessary third-party labor.

Once a year, we review these plans together to discuss event activity and plan any modifications that should be made.



Quality and reliability are the preferences of our world today – both are synonymous with Siemens. Advantage Services™ provides a comprehensive service portfolio for your building's infrastructure covering building automation, fire and security. These services are designed to enhance performance, deliver protection and create real value over the entire life cycle of your facility, thereby allowing you to concentrate on your core business.

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