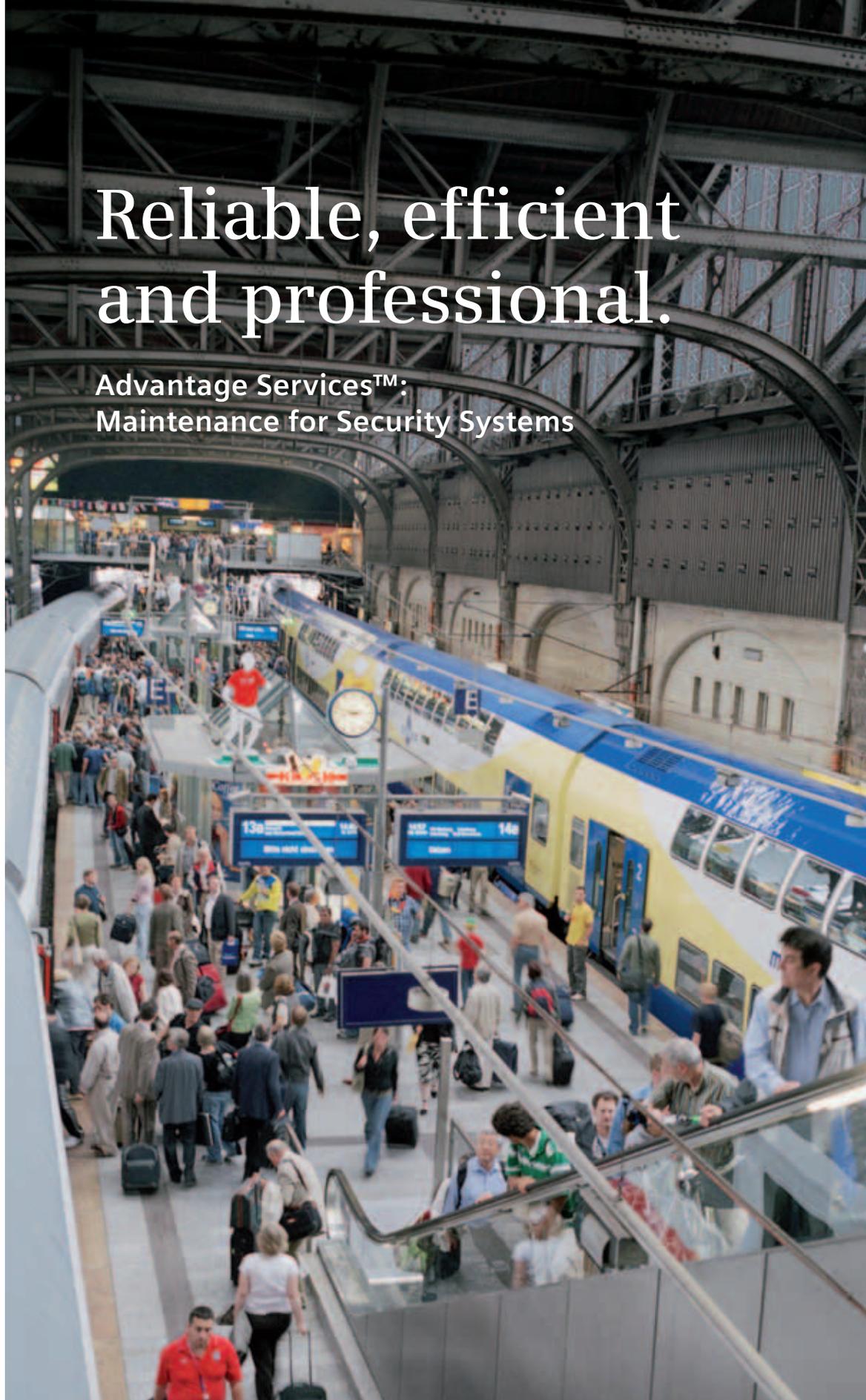


Reliable, efficient and professional.

Advantage Services™:
Maintenance for Security Systems



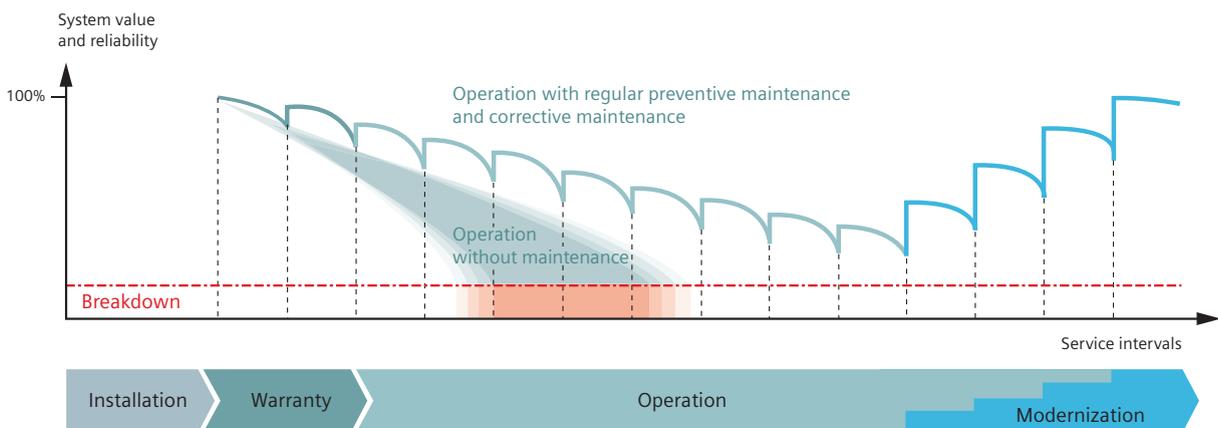


Security is worth more than it costs – protect your security system

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 safety 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.

■ Hazard detection is half the battle when it comes to averting risk

Many factors influence whether a security system provides reliable protection. Small security loopholes such as hardware components with a tendency to malfunction, old software versions or inadequate skills of the operating personnel can have serious effects on the functionality of the entire system.



Servicing at regular intervals helps: maintain system reliability, lengthen the system life span and make it easier to calculate expenses.



The advantages of a service contract

- **Maximum protection:**
Each system is only as good as its weakest component. Our services remedy weaknesses and prevent security loopholes.
- **Fixed costs:**
Nobody likes unforeseen expenses. A service contract limits the costs for transparent services.
- **Guaranteed response times:**
Fast action is required in case of emergency. You define which services we are to provide in which time frames.

In addition to these factors, there are dynamic modifications to the security system to accommodate changes in general conditions, without which it is hardly possible to ensure sustained protection of people, systems and business processes.

■ Prevention is better than cure

Siemens' professional inspections of the system at regular intervals contribute to significant reduction in maintenance cost throughout the duration of operation. Because the system's functionality is checked each time it is serviced, components at risk of malfunctioning are identified early on and thus the time and expense for unplanned maintenance is reduced. This does not even take into consideration the savings realized due to the efficiency of our service specialists compared to self-service.

■ Preventive services pay off

Even in the warranty phase, a service contract provides clear advantages such as guaranteed response times to remedy malfunctions or substantiated inspection reports on the current status of the system and its components. During operation, you will profit from clearly defined expenses that can thus be planned throughout the entire period of the contract. Of course our services cannot stop the natural aging of system components, but optimized component maintenance is proven to increase the life cycle of the entire system. If the security system is modernized over the course of time, then the two factors – service and modernization – result in the clear improvement of system performance, operational reliability and adaptation to changed risks.

Our system maintenance services

- **Preventive Maintenance**
This serves to increase operational reliability by early recognition of error sources, maintains the reliable functionality of the system components and reduces the effort required for corrective maintenance measures.
- Our services:
- Inspection
 - Functionality Test
 - Fine-Tuning
 - Data Protection
- **Corrective Maintenance**
This comprises all measures required to restore system functionality, serves to avoid bottleneck situations in spare parts supply and includes the costs for maintenance specialists.

Our services:

- Data Recovery
- Spare Parts
- Repair Services

- **Service Levels**
These define time frames for service provision, can be flexibly adjusted to meet individual customer requirements and increase system availability.

Our service levels:

- Guaranteed Response Time
- Extended Service Hours
- 7 Days / 24 Hours



Danger Management

Advantage Services™ for security systems

Preventive and corrective services for reliable operation of the security system and protection of your business processes.

■ Inspection

Inspections and basic functional tests identify components which tend to result in errors and even malfunctions of the entire system due to environmental influences, natural wear or aging. Hardware and software, which is no longer technically up to date and can therefore inhibit the system's protective function, are documented along with security loopholes that often arise as the result of structural changes without accompanying adaptation or enhancement of the security system.

- Overall evaluation of the security system
- Suggestions for corrective measures
- Recommendations for modernization

■ Functionality Test

This service comprises in-depth inspection of the security system's hardware and software components. Upon moving from previously autonomous security systems to complex networked systems, the number of factors that cause errors and affect system stability increases. A functionality test provides early indication of potential

error sources and includes suggestions on how to avoid these and the associated business risks.

- Thorough test of all system components
- Early indication of possible weaknesses
- Recommendations for maximum system stability

■ Fine-Tuning

Fine-tuning modifies the security system to match changed general conditions, optimizes the protective functions and reduces the probability of false alarms. The possibilities for carrying out fine-tuning in parameter configuration extend from system management software to peripheral components. This can be used, for example, to adjust access profiles to match changed user behavior or adjust video systems to the seasonal changes in light intensity for optimal pattern recognition.

- Adjustment to changed security requirements
- Optimal configuration of all system components
- Increased operational reliability

■ Data Protection

Backups carried out on a regular basis and according to defined procedures can prevent time-consuming and costly work required to restore the current status subsequent to loss of data. The backup cycle should be aligned with the degree of security system complexity and the individual protection profile. The data backups can also be stored externally, encoded and protected against unauthorized access.

- Backup of system-specific software
- Backup of user-specific data
- Fast access to all data in cases of emergency



Intruder Detection



Access Control



Video Surveillance

■ Inspection

■ Functionality Test

■ Fine-Tuning

■ Data Protection

■ Data Recovery

■ Spare Parts

■ Repair Services

■ Data Recovery

The system is reactivated using a backup if data is lost. This service can only be provided in combination with preventive data backup. This service and the backup service can be carried out on site or via remote maintenance depending on the technical circumstances, the system status at the time of data restoration and the system access rights assigned.

- Provision of the most recent data backup at any time
- Immediate reconfiguration of the security system
- Security provided by carrying out a final system test

■ Spare Parts

As part of a service contract, this module provides flat fees and expenses that can be budgeted for spare parts and therefore serves as a reliable way to prevent financial surprises. Combining this module with preventive services provides practically uninterrupted protection by the security system. Components which show a tendency to cause errors or failure are

recognized early on, subjected to function testing and immediately replaced in cases of irreparable defects.

- Guaranteed spare parts supply at a "fixed price"
- High level of global spare parts availability
- Long-term provision of spare parts

■ Repair Services

The expenses associated with deploying service staff can be limited if this service is not only used as needed, but actually included as a component of a service package. We provide service contract customers with preferred conditions for repair services and, above all, we can reduce repair times to a minimum based on ongoing investment in the certification of our service specialists, their unrestricted access to product and service databases and the expertise of the organization for subsequent service.

- Capped expenses for repair work
- Technical maintenance of faulty components
- Ideal enhancement to preventive services

■ Service Levels

The service agreements contain binding stipulations as to the time frame within which a malfunction is to be remedied, as measured from submission of notice of the malfunction using the service hotline. The bandwidth of service agreements covers all business scenarios and extends from open agreements, guaranteed response times and extended service times such as evenings or weekends to permanent availability of service specialists around the clock.

- Guaranteed response time
- Extended service hours
- 7-day / 24-hour availability

Advantage Services™ – Service packages for security systems

Service packages serve to give you the certainty that Siemens service specialists will provide optimum support for your security system. You select the one that fits you best and we will individualize it point by point together.

■ Ensured costs instead of security loopholes

The more services a package includes, the more you will profit from increasing cost security. Your expenses will become calculable, easier to budget and sustainably easier to plan, and you will be able to prevent the financial risks of unforeseen damages. All service packages can be combined with additional services to match your company's risk profile.

Advantage Pre for Security Systems	Advantage Pro for Security Systems	Advantage Plus for Security Systems
Inspection	Inspection	Inspection
Functionality Test	Functionality Test	Functionality Test
Fine-Tuning	Fine-Tuning	Fine-Tuning
Hotline	Spare Parts	Data Protection
	Repair Services	Data Recovery
	Guaranteed Response Time	Spare Parts
		Repair Services
Per Call:	Per Call:	
Spare Parts	Data Protection	SW Update
Repair Services	Data Recovery	SW Upgrade
Data Protection	SW Update	
Data Recovery	SW Upgrade	
SW Update		
SW Upgrade		
Alternative service agreements:	Alternative service agreements:	Alternative service agreements:
Extended Hours / 7/24	7/24	7/24
Additional Advantage Services™ modules for all packages:		
Investment Planning	Training	Alarm Management

Services used on a "Per Call" basis are billed according to the material and effort required.

■ Advantage Pre for Security Systems

This package includes all of the maintenance modules to identify error sources as early as possible and avoid unplanned service deployment. Preventive maintenance is carried out at fixed intervals and, in cases of emergency, contract customers will be given preference on the hotline. Additional services charged according to the required effort can be added to contractual 'Advantage Pre' services as needed (e.g. during a service appointment).

■ Advantage Pro for Security Systems

In addition to the preventive services, this also covers costs in cases of repair: spare parts logistics, material and work expenses required to restore system integrity. Fixed response and acceptance times all the way up to round-the-clock service (7/24) can be agreed upon for maintenance. An 'Advantage Pro' contract increases system availability within the selected service time.

■ Advantage Plus for Security Systems

In addition to the preventive and corrective measures, this includes software services. System-specific configurations and user-specific data are backed up on a rotational basis, versions of the system software and the applications included in the contract are checked and updated as needed. Modern security systems are characterized by a constantly growing portion of software used to carry out and extend functionality. With software updating, 'Advantage Plus' provides optimum protection by the system with a maximum level of cost control.

Our experience – your protection

Our services make us a reliable business partner throughout the entire life cycle of a security system.

■ International expertise on location

Our service organization is represented on all continents and in numerous countries. We are exceptionally familiar with our customers' various industry-specific service requirements for their security systems. One of our major strengths is our presence on location. In service situations, we can provide you with fast, competent support and additionally use the extensive expertise of our global service organization to master complex tasks.

■ When every second counts

As a highly skilled, experienced organization, we are more familiar than anyone else with the technical details of your security system. In cases of malfunction or emergency, all of the required data is immediately available to our service personnel thus allowing us to introduce effective counter measures. For systems that have been extended and partially modernized over the course of many years, this is a very decisive factor in being able to restore system integrity quickly.

■ Safety instead of risk

Your decision for a Siemens security service package is the cornerstone of sustained protection of your investment. We will advise you on how to choose the appropriate service package with your company's specific service strategy in mind. We will be glad to provide you with information pertaining to optional service modules to cover your company's specific security requirements.

Take advantage of our experience and our services.



Advantage Services™ Options for security service packages

Life Cycle Management

■ Software Update / Upgrade

Software updates serve to keep the security system aligned with constantly changing general conditions. Regular updates in the form of "hot-fixes" and service packs are decisive factors when it comes to stable operation. If additional requirements have to be met by the software, upgrading to a version with extended functionality is recommended.

■ Investment Planning

When modernizing security systems, the issues of suitable financing and distribution of financing requirements over time frequently arise. We provide attractive financing models, which include preliminary financing, leasing and rental, at any time with Siemens Financial Services.

Knowledge Services

■ Training

Well-trained operating personnel can use the security system's options with confidence and act competently even in critical situations. Basic, follow-up and individual training help develop the knowledge required for sustained confident use of the system and help prevent incorrect operation and the resulting costs.

Alarm Management

■ Event Handling / Alarm & Action

Continuous remote monitoring and analysis of technical conditions, events such as malfunctions and those critical to security such as burglary / robbery help retain the protection provided by the security systems around the clock. The appropriate intervention forces (security and maintenance personnel, police, fire department) are alarmed and guided according to a plan of action specified together with the customer.

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The information in this document contains general descriptions of technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.

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