



# Remote Service for fire safety

Because every minute counts.



# Remote Service for fire safety

Regular service and maintenance for your fire safety system are crucial. With Siemens Remote Service, we provide fast, reliable and secure support to maintain your installation – system support to secure lives and assets.



## Why Siemens Remote Service?

Siemens provides a new dimension in support so that your fire safety system will function perfectly: Siemens Remote Service (SRS). Via data transfer, we now offer services, such as fault diagnostics and repair. All diagnostic data such as fault messages and event log can be accessed and reviewed remotely. But there is more to it than that. Proactive monitoring of your fire safety system identifies deviations before they effect system integrity. Fewer failures mean less unscheduled downtime and greater system reliability, which keeps you and your fire safety system as safe as can be.

## Security without equal

Siemens' security concept is second to none. SRS utilizes the Common Remote Service Platform, a Siemens technology proven worldwide that protects you and your fire safety system against a variety of threats, from viruses to access by unauthorized

persons. Our sophisticated authentication and authorization procedures ensure that only authorized people have access to your fire safety system. State-of-the-art encryption technologies and logging routines combined with strictly-enforced organizational measures provide total access protection. SRS complies with regulatory guidelines around the world, so you and your system will be safe and secure wherever you are.

### Instant remote support by expert service technicians provides the following key benefits:

- Easier error detection
- Faster repair time
- Increased system reliability
- More effective on-site service visits, resulting in fewer operational disturbances
- Early detection of deviations before they become problems

What Siemens Remote Service can do for you  
With a VPN broadband connection between the Siemens Demilitarized Zone (DMZ) and your network, you will enjoy these advantages:

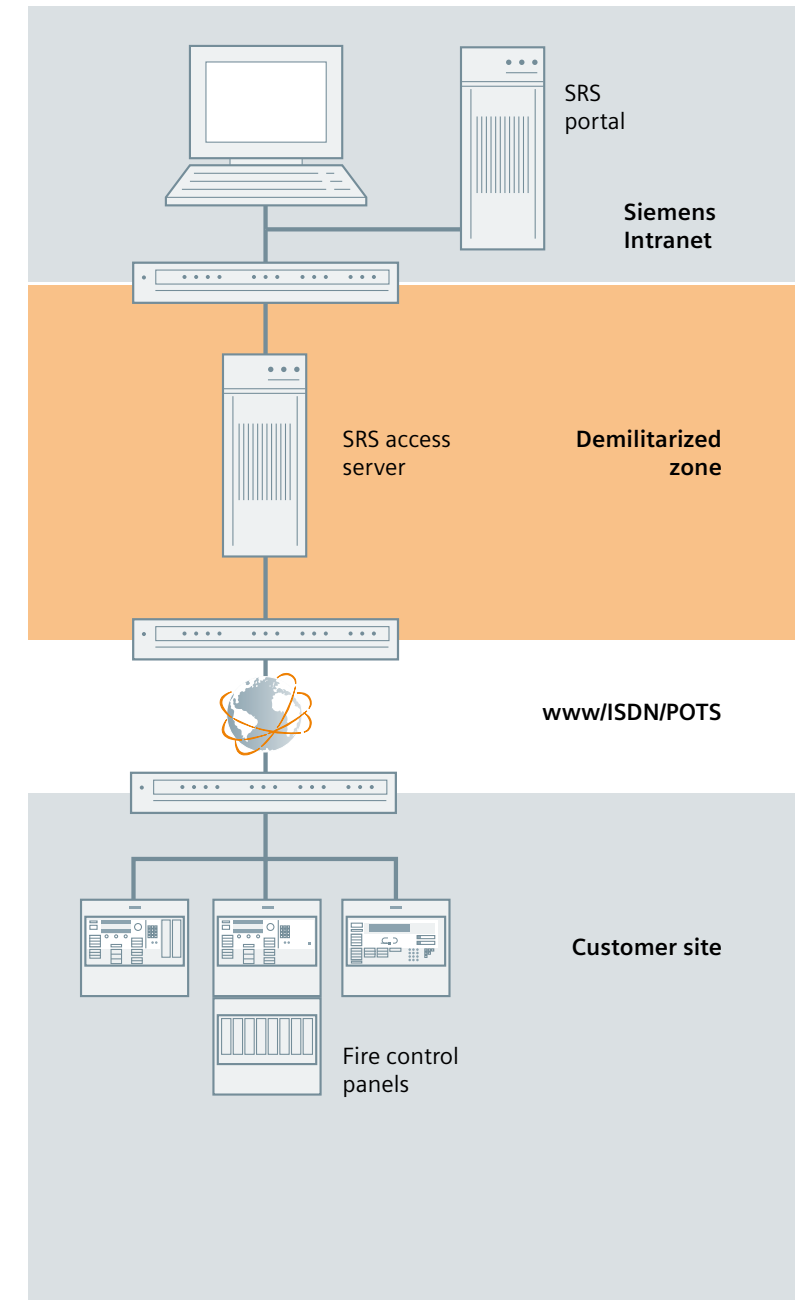
### Advantages

- Greatest possible security
- Highest transmission rate
- Outstanding data transfer quality and availability
- Fast software updates
- Documentation of remote access, if desired

SRS ensures that your fire safety system will always be secure, reliable, and up-to-date so you do not have to worry – our service engineers will take care of everything for you, without compromising your data security.

## What is the next step?

If you already have the appropriate infrastructure, we will be happy to help you configure the parameters necessary to establish a connection. For answers to any questions you might have about Siemens Remote Service, please contact your Siemens sales representative.



Security infrastructure of Siemens Remote Service



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.

Get connected to Siemens Remote Service to take full advantage of the service offering.

Siemens Switzerland Ltd  
Building Technologies Group  
International Headquarters  
Gubelstrasse 22  
CH-6301 Zug  
Tel +41 41 724 24 24  
Fax +41 41 724 35 22

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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