

Lowering costs and increasing security

Advantage Services for access control systems from Siemens



■ Protected in the best way possible

If a card reader malfunctions, then it is annoying, but the error is quickly remedied. On the other hand, events that cause software instability can cause serious effects on the whole system. Preventive measures contribute substantially to avoiding crucial system situations right from the start. Therefore, our service specialists concentrate on central software components without neglecting the peripheral hardware. In combination with regular updates and incremental modernizations, the protective function can be maintained for the duration of the service life.

■ Increased risk reduction

Seamless integration in existing networks, unlimited scalability, interfaces for applications and third-party systems such as video surveillance or elevator control: one access control systems can be flexibly adapted to changes in business processes and security scenarios. Nevertheless, the flexibility of the open client-server architecture also increases the number of potential sources of malfunctions and risks. Consistent security checks help identify and limit potential risks.

■ Reliability prevents incidents

A service agreement which contains preventive, corrective and updating modules ensures system reliability and long-term performance. From a financial perspective, it also offers a dependable basis for calculation. Taking the life cycle of the system as an example, the costs for a service agreement often only amount to a fraction of the expenses for the unexpected corrective measures that are not covered by an agreement. It is also important to take into account the costs that would arise as a result of the disruption to normal company operations.

■ Security through service

Professional services provide the required security to all those involved: the operating staff can reliably manage employees and create identity media; the human resources department is provided complete time recording data; security staff can grant and revoke access rights at any time; company management can carry out and prove protection of the company; and for us, because we have a vital interest in a problem-free system that is to the satisfaction of our customers.

Service package "Advantage Pro" for access control systems from Siemens

Investment with foresight

A service agreement provided under our "Advantage Pro" service package offers an excellent cost-efficiency ratio: a comprehensive range of preventive measures mean that unavoidable maintenance work is kept to a minimum and can be carried out during a scheduled service appointment. The fact that systems maintained by our service specialists rarely malfunction means that unscheduled service calls are almost unknown and this, in turn means that service charges can be kept as low as possible. Customers who take out a service contract therefore benefit twice over: in that they receive a stable system and pay low premiums for their service contract.

Our service performance

The preventive measures are focused on servers and clients, databases and applications. When testing database integrity, e.g., defective or multiple indexes, unused or duplicated access profiles as well as simultaneously issued ID numbers are detected and removed. Entries specific to systems and applications made in server logbooks provide clues for improving stability and interface tests for programs and sub-systems show whether test events

are properly detected and processed. The preventive activities are rounded off by database and data backup as well as visual and functional checking of door controllers, card readers and mechanical components. Software updates in the form of hot fixes and service packs keep the system up to date on an ongoing basis and software upgrades extend functionality to meet specific requirements.

Connection to a security control unit allows for monitoring the system state during the specified periods. Technical system messages are checked and interventions are introduced according to a predefined plan, e.g., a malfunction is communicated to the service unit or the person responsible for the system is informed.

As an alternative, Siemens takes on individual company functions such as data maintenance, reporting, and management of access rights, e.g., immediate blocking of lost cards or person-specific assignment of special access rights through to full system operation via remote access and without time restrictions.

Highlights

Maximum protection

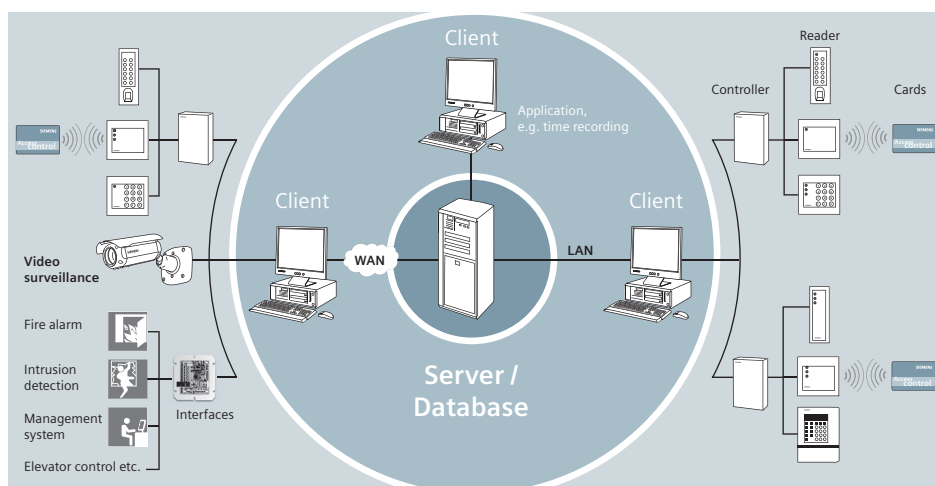
Each system is only as good as its weakest component. Our services remedy weaknesses and prevent security loopholes.

Fixed costs

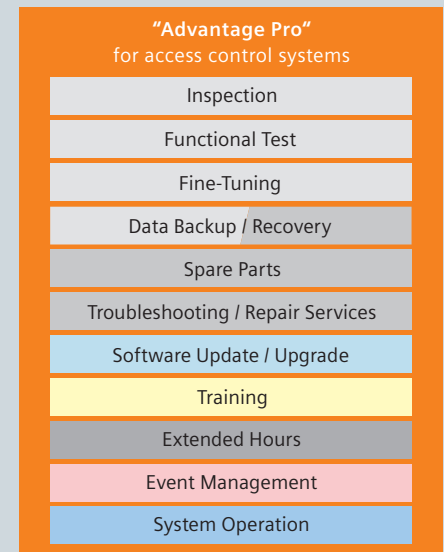
Nobody likes unforeseen expenses. A service contract limits the costs for transparent services.

Guaranteed response times

Fast action is required in case of emergency. You define which services we are to provide in which time frames.



Our service package



If required, the "Advantage Pro" package provides the flexibility that enables it to be adjusted to suit your own specific requirements, such as the agreement of specific service intervals.

The services we offer range from guaranteed response times and extended hours to around-the-clock stand-by availability (24 hours a day / 7 days a week).

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.

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