

Lowering costs and increasing security

Advantage Services for Siveillance Tunnel systems from Siemens



■ Protected in the best way possible

Siveillance™ Tunnel combines several software algorithms to analyze video data reliably for security-relevant events. Circumstances that cause software instability can have noticeable effects on the whole system. Preventive measures and regular software updates contribute considerably to avoiding crucial system situations right from the start and to permanently maintaining the surveillance function. Therefore, our service specialists concentrate on central software components without neglecting the peripheral hardware.

■ Increased risk reduction

Unrestricted scalability, direct integration in existing networks, interfaces to fire alarm systems and higher-level control centers: Siveillance Tunnel can be used to flexibly upgrade existing surveillance systems and adapt them to changing security specifications. Nevertheless, the flexibility of the open client-server architecture increases the number of potential sources of malfunctions and risks. Checks that are carried out consistently and using a comprehensive approach 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

Systematic services provide the required security to all involved: operating staff can check and trace significant events at any time and implement further steps; the security staff are provided with recordings for analysis on an ongoing basis; operators can protect tunnel users, transport of goods and the tunnel infrastructure in the best possible way; and 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 Siveillance Tunnel

■ 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.

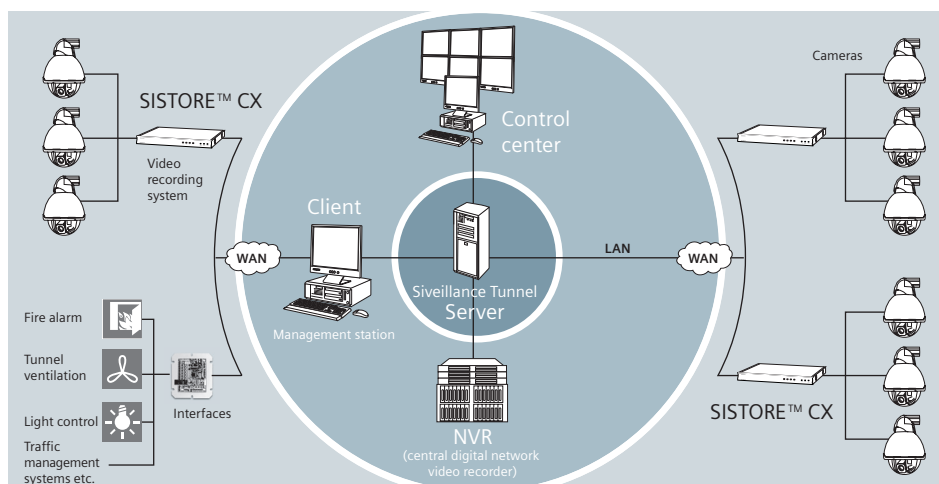
■ Our service performance

Image interferences through to image loss are either immediately evident or detected by the system. The malfunction is immediately remedied, because it is an immediate security risk. However, invisible risks are at least equally relevant to security. Therefore, our preventive measures are centered on the Siveillance base server and the clients including inspection

of computer load, hard disks and system logbooks. We test parameterization of software algorithms, e.g., for analysis of dangerous traffic situations like traffic jams or wrong-way drivers (Siveillance Traffic), recognition of smoke formation (Siveillance Smoke) and detection of pedestrians and lost cargo (Siveillance Object). Our primary service activities also include configuration testing of video management software and video database availability.

Continuous software modules updating is essential to system stability. Software updates in the form of hot fixes and service packs ensure that the system is up to date, software upgrades extend functionality for specific requirements, e.g., with additional algorithms for risk detection.

Interface tests to subsystems (e.g. traffic management system) show whether test events are properly detected and processed. The preventive activities are rounded off by video database protection, examination of the video signal quality during transmission and checking camera positioning in the zones to be monitored.



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.

Highlights

■ Maximum protection

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

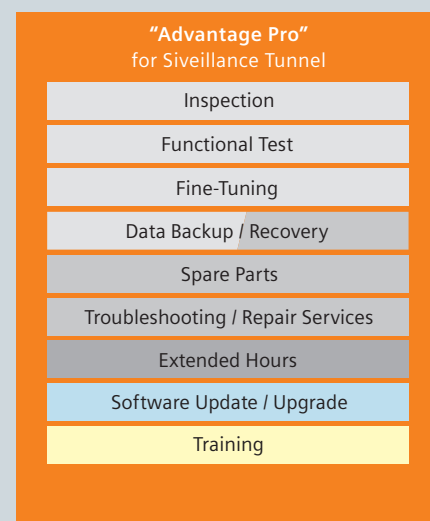
■ Fixed costs

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).

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