

# Lowering costs and increasing security

## Advantage Services for video surveillance systems from Siemens



### ■ Protected in the best way possible

Image quality is as important to secure, frequently software-supported assessment of events as it is to research in archives. Influences that cause software instability can have serious effects on the whole system. Preventive measures and regular software updates contribute substantially to avoiding crucial system situations right from the start and to maintaining functionality permanently throughout the service life. Therefore, our service specialists concentrate on central software components without neglecting the peripheral hardware.

### ■ Increased risk reduction

Unrestricted upgradeability, direct integration in existing networks and numerous interfaces to other security systems such as to access control or higher-level risk management: our video systems can be flexibly adapted to changing business processes and security scenarios. Nevertheless, the flexibility of the open client-server architecture 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

Systematic services provide the required security to all those involved: operating staff can check and trace relevant events at any time and implement further steps; the security staff are provided with recordings for analysis on an ongoing basis; company management can protect ongoing operations, employees and customers 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 video surveillance systems from Siemens

## Investment with foresight

A service agreement provided under our “Advantage Pro” service package offers an excellent cost-efficiency ratio: extensive preventive measures reduce risks to a minimum and inevitable repair work is often explained during a planned 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 agreement therefore benefit twice over: in that they receive a stable system and pay low premiums for their service agreement.

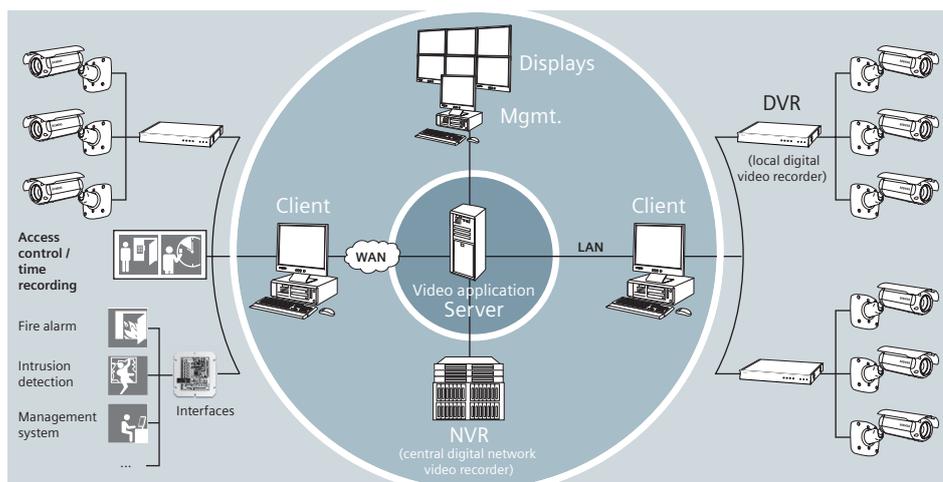
## Our service performance

Camera image loss is immediately visible and malfunction removal is arranged. However, invisible risks are at least equally relevant to security. Therefore, our preventive measures are centered on video servers and clients including the inspection of computer load, the hard disks and system logbooks in video analysis, management software and video databases. 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. Interface tests for programs and subsystems such as intrusion alarm systems show whether test events are properly detected and processed. The preventive activities are rounded off by database protection, examination of the video signal quality during transmission and checking camera positioning in the monitored zones.

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

In addition to this, Siemens can assume responsibility for individual tasks all the way through to full system operation, e.g., electronic “inspection rounds” of the areas to be monitored via remote access, assessments and production of evidence based on video recordings or hosting of video applications and video streams.



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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