



How can I ensure that my
danger management system
is always available?

Advantage Services for danger management systems –
a profitable investment to keep your system up and running.

Answers for infrastructure.

SIEMENS



Quality and reliability are the preferences of our world today – both are synonymous with Siemens. Advantagem™ Services provides a comprehensive service program 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.

Advantage Services for danger management systems

Safety and security for people and assets are key concerns at all times. This is why installing a danger management system from Siemens is an important measure. Thanks to centralized supervision and alarm management as well as optimized emergency procedures that enable highest possible reaction speed, you can rely on increased safety and security. To tap the full potential of your system over its entire life cycle, it has to be up and running at all times and kept up-to-date with the latest technology.

With our Advantagem™ Services, we look after your danger management system to ensure its best performance and availability. Choose the service contract that best meets your needs and add optional modules to tailor our service to your requirements.

Keeping your danger management system up and running

With our Advantage Services for DMS, we offer customized service packages that meet your individual requirements. Whether you choose our Advantage Pre or Advantage Plus, you will benefit from expert support for highest system uptime, reliability, and smooth operation. In deciding on our all-encompassing Advantage Plus service package, you are opting for financial certainty and assured business continuity. All of our services will help extend your system's lifetime and keep business interruptions to an absolute minimum – protecting your investment.

■ SafeGuard

Our proactive service SafeGuard helps avoid business interruptions by identifying and solving critical system deviations remotely before they become problems. If a problem does occur, you will receive expert remote support within a guaranteed fast response time of 30 minutes. Fewer failures also mean less unscheduled downtime and higher system availability – resulting in higher safety and security for people and assets. And transparency is ensured thanks to quarterly status reports.

Benefit from:

- Proactive intervention
- Guaranteed fast response time
- Highest possible system reliability and availability

■ Guaranteed repair time

Your goal is our mission: keeping a business interruption to an absolute minimum in case of a system failure. With our guaranteed repair time, you can be sure that any malfunction will be fixed within 24 hours – starting from your call. If not, you are sure to receive a 100 percent payback on your guaranteed repair time fee. The only precondition for the guaranteed repair time: you need a secure remote connection to Siemens.

Benefit from:

- Maximum system uptime
- Assured business continuity
- Money-back guarantee

Advantage Pre for DMS



The following services are part of Hotline access (24/7/365), response time within 1

* Guaranteed repair time can only be offered in combination with SafeGuard.

** Faster response time on-site within 4 hours instead of 8 hours.

Advantage Plus for DMS

Inspection

Functionality test

Data backup

Software update

Access to 1st, 2nd, 3rd level
technical support

Repair services

Spare parts

Data recovery

Software upgrade

24/7 Remote support

SafeGuard

Guaranteed repair time*

Faster response time**

every service agreement:
hour by phone, monitoring of operations

■ Software upgrade

Get the most of your initial investment with our regular software upgrades for your application software. As soon as an enhanced version including new functionalities is available, your version will be upgraded. So your DMS stays on the technological cutting edge over its entire life cycle, increasing the integrity of your system. Your big plus: you benefit from the latest technological advances including additional functions – at no additional costs. Our service also includes professional planning and installation of synchronized version upgrades on your system.

Benefit from:

- Latest technological advances
- State-of-the-art DMS over the entire life cycle
- Investment protection

■ Data backup and recovery

To assure your business continuity, it is also crucial to protect your highly sensitive system data. This is why we make backup copies of your facility's specific software. If required, we also archive and safeguard the data backup copies. Your advantage: in case of a data loss, we can quickly restore the latest backup copy following a pre-agreed procedure – and your DMS will be up and running again in no time.

Benefit from:

- Protection of your software investment
- Protection of your system data
- Quick and cost-efficient data restoration

Guaranteed system uptime and investment protection

■ Protecting your investment

With your decision to install a danger management system (DMS) from Siemens, you have invested in the highest degree of safety and security. Now you have to ensure that this investment stays protected over the entire life cycle of your system. Without services, the critical reliability limits of a system can be reached early, especially for this IT-based system.

You can benefit from a state-of-the-art system that is available at all times – with our Advantage Services tailored for DMS. Continuous software updates and upgrades as well as regular PC hardware upgrades extend the life span of your system. Also, you receive the latest technological advances without any extra costs. Thanks to a defined budget, your costs become predictable and transparency is guaranteed by clear service deliverables and reports. You will discover that our services ensure that your DMS functions optimally and smoothly over its entire life cycle – and that your investment is protected.

■ Highest system availability and reliability

The highest availability and reliability of your DMS are prerequisites to protect people and assets and to assure the continuity of your business. Preventive maintenance guarantees reliable software and system performance and minimizes the risk of unexpected events. With SafeGuard, our proactive remote service, we continuously monitor your fire safety system remotely to identify and correct critical deviations before they become problems. Furthermore, system data will be archived via data backups. This means that in case of a system breakdown, data can be easily and quickly recovered – and your DMS will be up and running again in no time.

■ Fast and reliable support

We aim to keep disturbances and system downtimes to an absolute minimum. But if a problem does occur, you can rely on expert remote support around the clock, 24/7. We ensure fast response time: within just one hour. And thanks to our guaranteed repair time, you can be sure that any problem will be resolved within 24 hours – if not, you will get a 100 percent payback on your fee.

■ Relying on an experienced partner

Over many years, we have acquired profound expertise in safety and security solutions. Thanks to our global service network, we are always close to you, wherever you are. We provide ongoing training to our service engineers to ensure that their skills stay up-to-date on our latest equipment and software. We guarantee that spare parts are available during the entire life cycle of your system. In addition: we remain your partner throughout your system's entire life cycle. From planning, system configuration and extensions to ongoing service – all tailored to your requirements.

Highlights

- Highest system availability and reliability thanks to remote monitoring
- Extended system lifetime to protect your investment
- Fastest expert advice via 24/7 remote support
- Guaranteed repair time for fastest system recovery
- Safety and security thanks to a reliable system



Answers for infrastructure.

■ Megatrends driving the future

The megatrends – demographic change, urbanization, climate change, and globalization – are shaping the world today. These have an unprecedented impact on our lives and on vital sectors of our economy.

■ Innovative technologies to answer the associated toughest questions

Throughout a 160-year history of proven research and engineering talent, with more than 50,000 active patents, Siemens has continuously provided its customers with innovations in the areas of healthcare, energy, industry, and infrastructure – globally and locally.

■ Increase productivity and efficiency through complete building life cycle management

Building Technologies offers intelligent integrated solutions for industry, commercial and residential buildings, and public infrastructure. Over the entire facility's life cycle, our comprehensive and environmentally conscious portfolio of products, systems, solutions, and services for low-voltage power distribution and electrical installation technology, building automation, fire safety and security ensures the:

- optimum comfort and highest energy efficiency in buildings,
- safety and security for people, processes, and assets,
- increased business productivity.



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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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