

Lowering costs and increasing security

Advantage Services for Patient and Asset Tracing Systems



■ Protected in the best way possible

In the healthcare sector, security has many different facets, but there is one thing that is paramount. In hospitals, clinics or care institutions, the security of the patients is the top priority. For vulnerable, disorientated or elderly patients, tracing systems make a significant contribution when it comes to ensuring their security. They make the care for these types of patients more efficient and improve the flow of information. They also support care personnel in situations that require immediate intervention. Locating required mobile equipment is also made easier if covered by a tracing system.

■ Increased risk reduction

When it comes down to ensuring the health and protection of individuals, time is the decisive factor and when a need arises, tracing systems enable response times to be significantly shortened. Patients can be located more quickly, protective measures taken more rapidly and a further escalation of incidents avoided. In order to be able to fulfill this protective role, however, situations and buildings alterations that could facilitate errors or instabilities within the tracing system should be avoided or should be identified as a preventive measure and corrected by service specialists.

■ Reliability prevents incidents

The reliability and performance of the system in the long term is underpinned by a service contract that incorporates preventive and corrective services. Taking the life cycle of the system as an example, the cost of a service contract frequently corresponds to a mere fraction of the expenditure associated with unscheduled corrective measures that are not covered by a service contract. In addition to these services that are invoiced on a cost basis, it is also important to take into account the costs that would arise as a result of the disruption to normal working processes. Prevention is therefore a sensible step to take in order to keep these costs to a minimum.

■ Security through service

A regularly serviced tracing system means enhanced security for everyone: patients are protected around the clock, care personnel have a reliable system for targeted intervention at their disposal and managers can optimize patient care from an operational perspective. As the installers of the system, we too have a substantial interest in ensuring that the system runs smoothly and to our customers' satisfaction.

Service package "Advantage Pro" for Patient and Asset Tracing Systems

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 frequently be carried out during a scheduled service appointment. The fact that tracing 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: they receive a stable system and pay low premiums for their service contract.

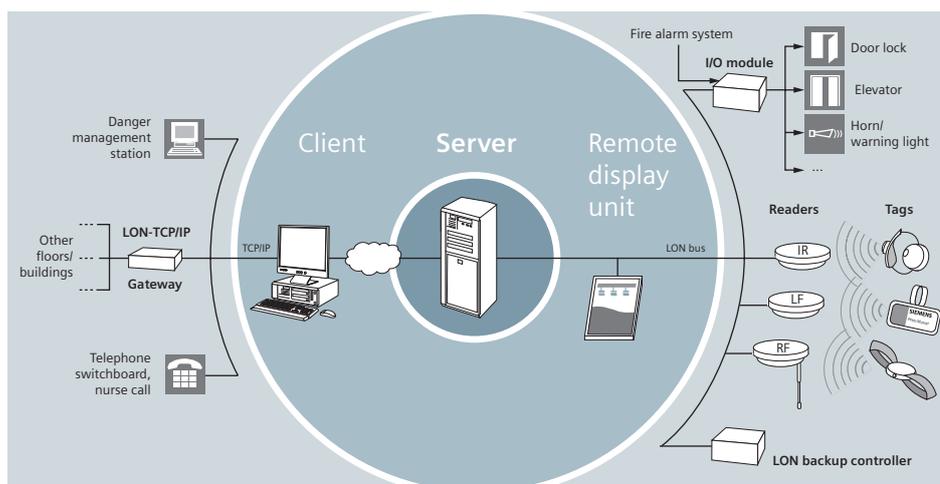
Our service performance

Preventive maintenance begins at the server and the operating control units, the core components of the system. Protocol analyses and thorough functional testing of the server and client-side software and the network interfaces are used in order to reveal any weak points in the system. Software updates in the form of hot fixes and service packs enable the entire system to be improved and upgrades are applied in order to extend the range of functions available.

Other service activities that enable the prompt recognition of errors and faults include an assessment of building alterations as part of a system inspection. This means that any factors which may adversely affect the functioning of the tracing system in the future can be avoided or remedied in good time.

At the periphery of the system, components such as tags, readers and network modules are checked for reliability. Interfaces to third-party systems, such as the fire alarm system or telephone switchboard are tested. A final fine-tuning of the parameters enables the system interfaces to interact and compensate any changes in tolerance that have occurred due to the aging of the equipment.

In situations characterized by a high turnover of personnel, we also recommend that care and operational staff are trained on a continual basis, in order to prevent errors from occurring. Experience has taught us that well-trained personnel are able to utilize the facilities offered by the tracing system with confidence and act competently even in critical situations.



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.

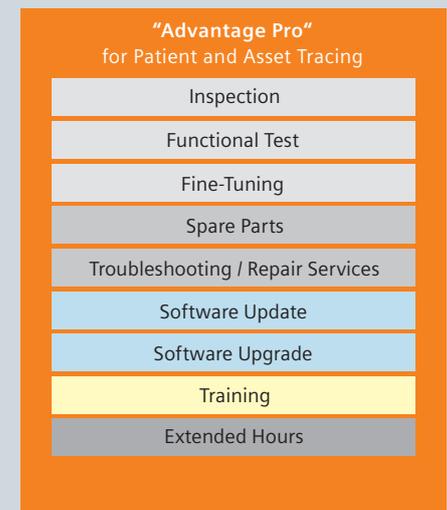
Fixed costs

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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