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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. The document contains a general product overview. Availability can vary by country. For detailed product information, please contact the company office or authorized partners.

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Answers for infrastructure and cities.

Our world is undergoing changes that force us to think in new ways: demographic change, urbanization, global warming and resource shortages. Maximum efficiency has top priority – and not only where energy is concerned. In addition, we need to increase comfort for the well-being of users. Also, our need for safety and security is constantly growing. For our customers, success is defined by how well they manage these challenges. Siemens has the answers.

“We are the trusted technology partner for energy-efficient, safe and secure buildings and infrastructure.”

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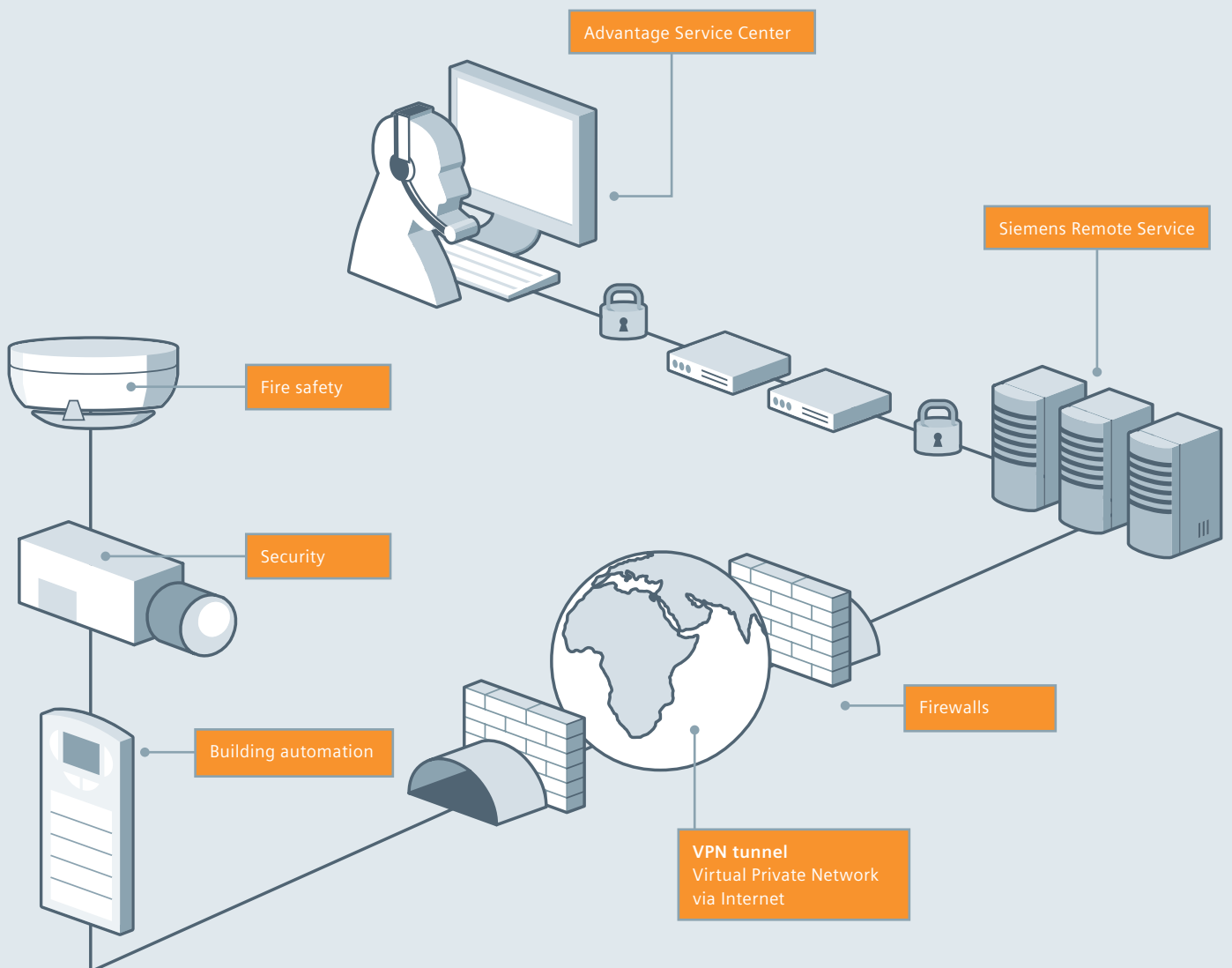
Advantage In Touch – it's the mix that makes the difference

On site and remote – always at your side, fast and comprehensive service for fire safety, security and building automation

Answers for infrastructure and cities.

Advantage In Touch – committed to service quality and proximity

To protect people and assets and to ensure business continuity and a high level of comfort, you need your systems to be up and running at all times. Advantage™ In Touch is our answer to your service needs – ensuring powerful support, fast service and direct connection with highly trained service engineers close to you.





Advantage In Touch – services for today and tomorrow

Advantage In Touch is our intelligent mix for combining on-site and remote service levels for fast and comprehensive service – for fire safety, security and building automation.

A global service network for remote and on-site service

Thanks to our global service network, you can enjoy efficient service 24/7 with Advantage In Touch. Our Advantage Service Center can check remotely what the problem is and even correct software parameter deviations immediately – without having to come on site. If a system part has to be replaced, a local service engineer will arrive at your site whenever convenient for you and already equipped with the correct replacement part.

Our service engineers can rely on expert help themselves: We support them around the clock so they can optimally support you and get your systems up and running again as fast as possible.

Optimizing business continuity

The benefits of Advantage In Touch are clear: higher system availability, shorter downtimes and fewer business interruptions thanks to faster reaction time and optimally prepared on-site visits. Furthermore, our team of highly skilled and well trained service engineers is backed by our global service know-how. Your plus: higher service quality.

Latest technology for highest data security

The Advantage In Touch services are based on the Siemens Remote Service platform (SRS). To make sure that you, your processes and data stay protected at all times, we provide our remote-based services via a reliable and high performance IT infrastructure, based on a powerful and secure Virtual Private Network (VPN). This connection ensures highest data safety thanks to newest authentication, authorization and encryption technologies. All you need is an Internet connection, we see for the rest.

Complete access control and transparency

At all times, you keep complete control. Within the framework of your service contract, we define with you the system access level for our service engineers. Furthermore, every single system access is documented.

Service that meets your needs

You choose the service that best meets your needs. Should requirements change in the future, you can simply adapt or upgrade your Advantage service contract – for example, with performance reporting, performance consulting or energy optimization. We also offer to proactively monitor your systems remotely and in real time, 24/7, to detect and correct deviations before they become a problem – for highest possible system uptime.

Further information

For more information, please contact your local Siemens sales representative.

Highlights

- Highest level of safety, security and comfort – due to maximized system uptime and less downtimes
- Increased service quality – reduced response time and better prepared on-site visits
- Global service network – expert know-how is available worldwide and any time
- Safe and secure remote connection – thanks to VPN and firewalls