

Proven Outcomes for Data Centers

Service programs tailored to meet your performance goals.

Proven Outcomes is a performance-based service philosophy designed to better help customers achieve their business goals. Through it we define a tailored service program, deliver outcomes, and demonstrate results, all based on your data center-specific benchmarks for success.

You have goals. Siemens helps ensure you meet them. With our Proven Outcomes service philosophy, your objectives become the cornerstone of a tailored service program for your data center. You can trust our services to deliver the outcomes you require – from maximizing reliability and uptime, to increasing energy efficiency, to extending equipment lifecycles.

Built around your goals

With Proven Outcomes, our service offering is built around your specific goals. We work with you to understand the drivers, needs, and challenges of your data center. Key performance indicators (KPIs) are agreed upon and we work collaboratively to ensure all targets are met.

Defining success

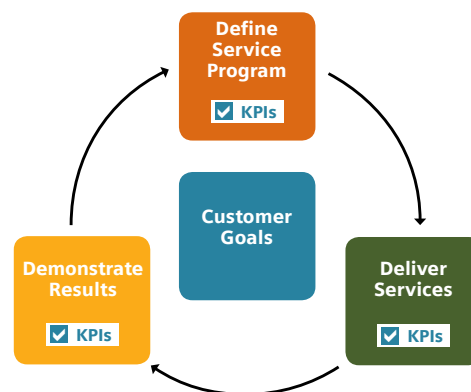
With goals and KPIs clearly identified, we define a specific service program that meets the unique needs of your data center. Together, we will put in place the process for monitoring performance and measuring results.

Delivering performance

Through your service program, you'll be leveraging the full resources of our industry-leading service organization to address your performance goals.

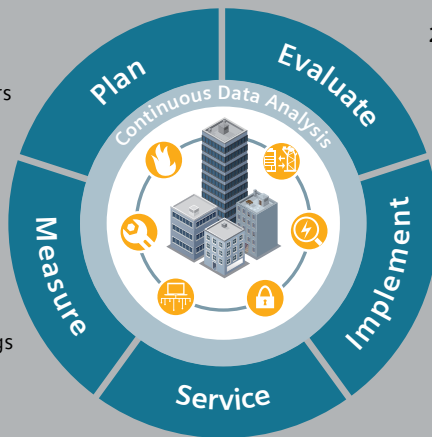
Demonstrating results

We document results through tracking and reporting of your KPIs, providing the metrics you need to demonstrate performance. Regularly, we review the results of the service program and discuss potential changes.



1. Create service plan

- Outcomes and key performance indicators
- Master planning



2. Develop service program

- Assessments
- Resource gap analysis

3. Establish infrastructure

- Program setup
- One-time services

4. Drive high-performing operations

- Ongoing services

5. Measure results

- Performance and execution reporting
- Quality assurance meetings

Proven Outcomes helps customers meet their business goals through a five-phase process in which we define a tailored service program, deliver KPI-driven services, and demonstrate results with ongoing tracking and reporting.

Achieve your goals

Proven Outcomes is designed to help meet our customers' goals, whatever they may be. Common data center goals include:

- *Manage System Operations & Compliance* – typical customer needs include optimized environments, increased uptime, regulatory compliance, and reduced operating risk
- *Optimize Performance & Productivity* – our services help take your operations to the next level, maximizing system performance, improving process and energy efficiencies, and raising the productivity of your team
- *Protect Lifecycle Investment* – meet long-term goals with services that maintain reliability, leverage the benefits of new technology, and increase the overall lifecycle value

No matter your goals, we deliver the services that you need.

Designed for results

We turn the Proven Outcomes model into practice with five integrated phases:

- *Planning* – we work with you to define KPIs and create a master plan for service
- *Evaluation* – we assess your current state, needs, and resources and identify the best services for you
- *Implementation* – your service program is launched and one-time services are performed to create a high performance infrastructure
- *Service* – ongoing services are completed to maintain a high level of performance
- *Measurement* – with regular performance and execution reporting, we ensure your KPIs and business goals are achieved

Trust Siemens to deliver the outcomes you need, with services tailored to the specific requirements of your data center.

Highlights

- Service programs tailored to meet your specific goals and deliver outcomes
- Addresses critical data center goals such as reliability and energy efficiency
- Programs can support basic system management or take performance to a more advanced level
- Leverages the full range of Siemens resources to meet your data center's goals

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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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