



SIEMENS

Ingenuity for life



Siemens common Remote Service Platform (cRSP)

Support for your systems – whenever you need it

[siemens.com/bt/services](https://www.siemens.com/bt/services)

Save time with remote services

We provide an extensive range of services via a remote connection. This secure connection gives us access to your systems and enables us to capture and/or adjust the most important parameters. This enables us to take a proactive approach, nipping potential problems in the bud so that availability is maintained.

Service throughout the life cycle

Enabling us to connect remotely to your fire protection, safety, security and building automation systems promises to bring you benefits with operation and maintenance as well as in the event of a fault.

Practical for new and existing systems

The remote connection ensures a prompt response to your requirements for both newly installed systems and existing plant.

Equipped for the digital world

The ability to capture data continuously via a remote connection paves the way for other services such as performance optimization and data monitoring.

Your systems at a glance – always

You need to be confident in the reliability of your systems in order to run your operations consistently, efficiently and cost-effectively. We help you build this reliability by providing precise information and regular performance reports.

On-call around the clock

Our alarm receiving and service centers are there for you 24 hours a day. You also have access to the expert support of trained specialists via the remote connection during the agreed service hours. Our specialists can take appropriate steps immediately where necessary.

Faster initial diagnosis and fault clearance

When your systems encounter difficulties, we can diagnose the problem remotely and equip our field service engineer accordingly to ensure we have you up and running again as quickly as possible. This intelligent mix of remote-based and on-site services reduces waiting times and minimizes night deployments.

Your benefits at a glance

- Operator support from Siemens system specialists
- Rapid initial diagnosis enabling targeted fault clearance
- High security standard with end-to-end encryption
- Remote dial-in for own staff and on-call service
- Proactive service protects your investment



Maximum security – complete control

Customer-controlled access

We have established a secure external operation option so that you can gain access from outside of the Siemens network as well. This means that you always have full control over remote access to your systems. You can explicitly block access to particular targets if necessary or grant access only when there is a specific need.

Very high platform availability

Three fully redundant data centers in Germany, Singapore and the USA ensure optimal availability for our remote services.

Regular security audit

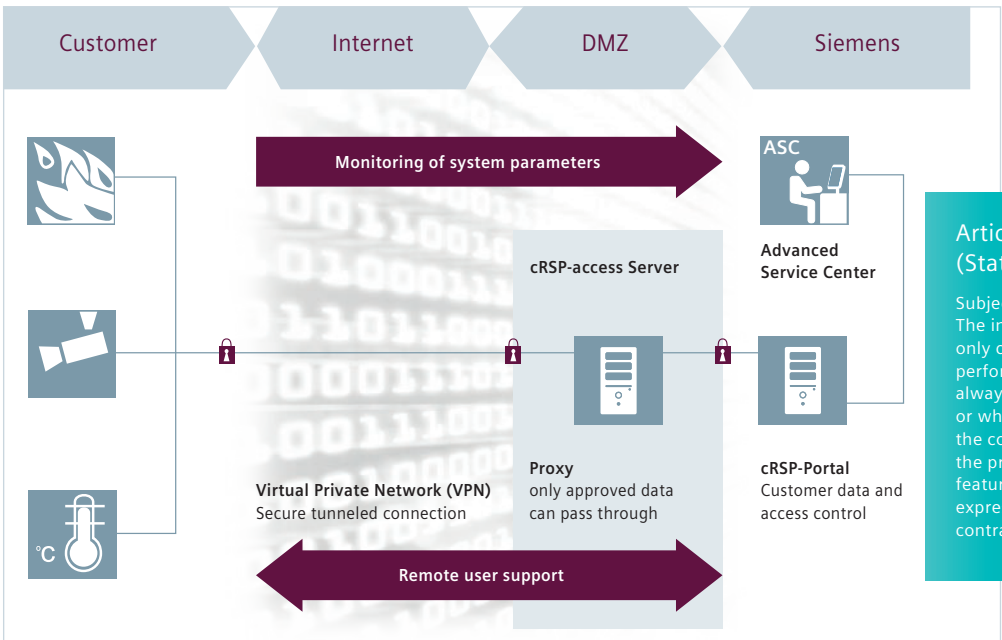
The Siemens Computer Emergency Response Team (CERT) is a reliable independent in-house partner that develops preventive security measures and conducts regular audits of our IT infrastructure to check information security.

Information security approved by ISO/IEC27001

Our enterprise-wide common Remote Service Platform (cRSP) offers you a reliable global IT infrastructure with a very high level of data security. We were one of the very first organizations anywhere in the world to establish an information security management system (ISMS) at an international level.

More efficient support for operations

We provide active support with any questions you may have regarding the operation and use of your systems. The remote connection allows us to discover the best answer for you faster and more easily. We are always very happy to help whenever you should find you have questions on the subject of remote access.



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