



SIEMENS

Ingenuity for life

Digital Services

Keeping your building systems running optimally

Building automation systems create safe and comfortable environments, as long as they are operating optimally. To help building operators maintain these environments, Siemens Building Technologies offers three system performance optimization services that take advantage of the delivery opportunities brought on by digitalization. The three services are system performance monitoring, real-time incident management, and continuous system optimization.

Our cloud-based services combine remote and on-site expertise to optimize system performance. We already have remote connections with many buildings and are analyzing large amounts of data generated by them on a daily basis. Whether you have one building or multiple sites, we can help you keep your building systems running optimally.

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

Cloud-based system performance optimization

Our cloud-based services have been proven in 75,000 connected buildings and 400 million data values are analyzed per day.

Monitor and report on system availability

Lack of transparency into system performance and the subsequent inability to make informed decisions can cause major problems for building operators. Our system performance monitoring service uses our cloud-based platform to monitor and report on the availability of your building system and the state of the installation. The service highlights any existing issues.

You can access this information via our secure Service Portal. Once you are logged into the Service Portal, you can use the report generator to configure the report based on your specific needs. This information helps you make fact-based decisions as you develop budgets and plan for upgrades and migration.

Monitor and manage incidents affecting system availability

Our real-time incident management service takes the guesswork out of system uptime. We monitor your system 24/7 via a remote connection between your system and our service infrastructure. When an incident occurs, a trouble ticket is automatically generated for our service center. In many instances, the service center can resolve the issue remotely. If not, the ticket is forwarded to a field service engineer for an on-site visit.

In a nutshell, we monitor your system, trigger and supervise all follow-up activities as specified in our service contract, and manage all parties involved to remedy incidents affecting your system's availability. We also provide transparency on what happened and when it was solved via our Service Portal.



Monitor and optimize system performance

In their efforts to maintain safe, comfortable environments, building operators face many challenges due to changes in space use, floor layout, equipment performance or building management needs as well as user intervention. Our continuous system optimization offering helps you meet these challenges and keep system performance as specified by you.

Our cloud-based platform continuously monitors your system(s) and sends alerts about any deviations from specified operation. The alerts are seen by a service center performance engineer who logs into your system to analyze the situation. Subsequently, the service center performance engineer recommends improvement measures as deemed necessary. You then decide which recommendations are to be implemented and the timeline for the implementation. Quarterly review sessions provide the opportunity to discuss current operational requirements and challenges, which helps define an optimization plan for the next quarter.

This ongoing fine-tuning of your system is designed to support your business needs and goals. Tailored services include professional guidance and consulting on new improvement opportunities. It provides efficient exploration of the most effective improvement measures and optimized operational costs.

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