

A man with grey hair and glasses, wearing a dark suit, a light pink shirt, and a red tie with white polka dots, is shown in profile. He is opening a grey mailbox in a hallway filled with similar mailboxes. The mailboxes have numbers like 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750. The man is looking into the mailbox with a focused expression. The background is a wall of these mailboxes, creating a sense of depth and repetition.

Better to be safe than sorry.

Advantage Services™: Alarm Management Services



# Securing trust

Rely on us for your security, safety and event handling

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 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.

## ■ Safe and sound

Keeping people, operations and assets safe and secure is a priority for every organization. A crucial component is ensuring the reliability of the systems that alert you to threats or hazards. You are vulnerable to any number of malfunctions. Staying on top of them carries a lot of responsibility. But you do not have to go it alone.

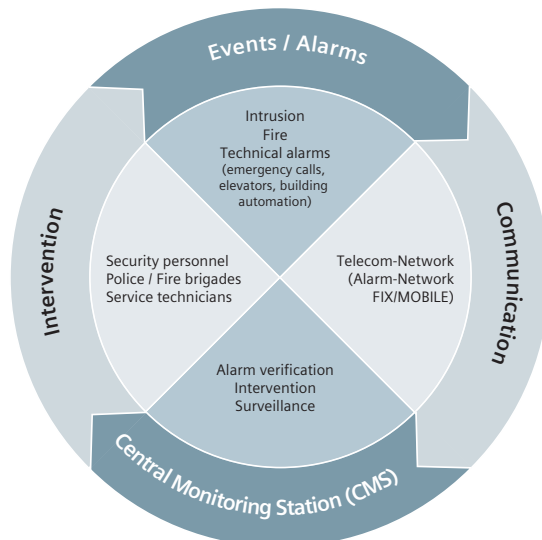
## ■ Vital link to safety and security

As part of the Siemens Advantage Services portfolio, Alarm Management Services are supported by Central Monitoring Stations. Our Central Monitoring specialists are the vital link between your fire, security and building automation systems and the appropriate intervention. In emergencies, security staff or police officers are directed to the right place at the right time.

## ■ Reliable event handling

With Siemens Event Handling services, you have the confidence of knowing the technical operations of your fire, security and building automation systems are monitored continuously.

Alarm Management process





**Monitoring** begins with the preparation and documentation of a verification plan. The plan includes identifying and defining possible events (system failures, instabilities, irregularities) and the subsequent appropriate action.

**Analysis** services provide regular information about these systems allowing you to improve your operations. We maintain statistics on designated events and downtimes and generate reports according to an analysis plan.

**Response** services can be either remote or on-site, depending on the customized response plan. When a problem occurs, we initiate the agreed-to corrective action, informing you about the situation and coordinating any remedial work, including third-party labor if necessary.

#### ■ Immediate action to alarms

Siemens Alarm & Action services provide immediate response to emergency alarms generated by your fire and security systems. Our qualified team of emergency specialists is there for you 24 hours every day to respond to burglary, fire, and intrusion.

### Highlights

For your peace of mind, we provide:

- Secure remote monitoring
- Reliable and professional support
- Screened, trained and highly specialized staff
- Decreased false alarms and related cost
- Direct access for immediate intervention to
  - security guards
  - fire and emergency departments
  - police forces

Companies across the world trust Siemens to help protect their employees, assets and business processes. With us you can feel safe, not sorry.

**Fire** services include alarm monitoring, validation and appropriate intervention responses. Local regulations may require the alarm system to be directly connected to the fire department.

**Burglary and Hold-up** services include remote monitoring of burglar, hold-up, aggression and panic alarms by highly trained specialists with direct access to security guards and police departments. The response plan is customized for your company to incorporate any special procedures.

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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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