



# Advantage Services™

All-round service portfolio to meet your needs.



## Introducing Advantage Services™

Stop looking for the best service program to suit your needs – we always tailor ours to fit; allowing you to focus on your core business.

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.

Fundamental to Advantage Services is a modular concept allowing us to provide tailored service solutions to meet your unique needs with the assurance of a defined service quality worldwide. Regardless of the type of facility and infrastructure, we ensure your building and its environment has the necessary comfort and security, when and where you need it.

Whether the focus is on heating, air-conditioning, video surveillance or alarm systems, you can rely on Siemens. We combine and configure our services to help you achieve optimum system performance and increased reliability.

In addition, when a system reaches the end of its functional or operational life time, we have services to incorporate the appropriate upgrade or replacement without compromising on comfort, safety or security. Overall, these services optimize your system's operational efficiency while reducing the probability of any disruptions, and minimizing their consequences. In other words, you receive a customized service program that truly protects your investment.

Furthermore, continuous contact between our certified, experienced personnel and yourselves ensures you get the best. As with any close relationship, we work together with you at every stage throughout the system's life cycle. A long-term partnership with Siemens enables you to have a single point of contact, from planning and implementation through to system maintenance. Siemens' global service network and extensive knowledge in various markets, combined with local expertise, gives you access to the right information and services – anytime, anywhere.



Advantage Services™ provides the flexibility to truly meet your service requirements.

**Life Cycle Management**

Life Cycle Management offers customized solutions to ensure that your systems are continuously up-to-date; helping your building work for you.

**Alarm Management**

Alarm Management processes events, intrusion and fire alarms professionally to prevent disruptions, damages and reduce potential hazards.

**Energy Optimization Services**

Energy Optimization Services monitors, analyzes and optimizes the energy consumption of your building without compromising on comfort, helping you achieve energy savings and minimize environmental impact.

**Operational Services**

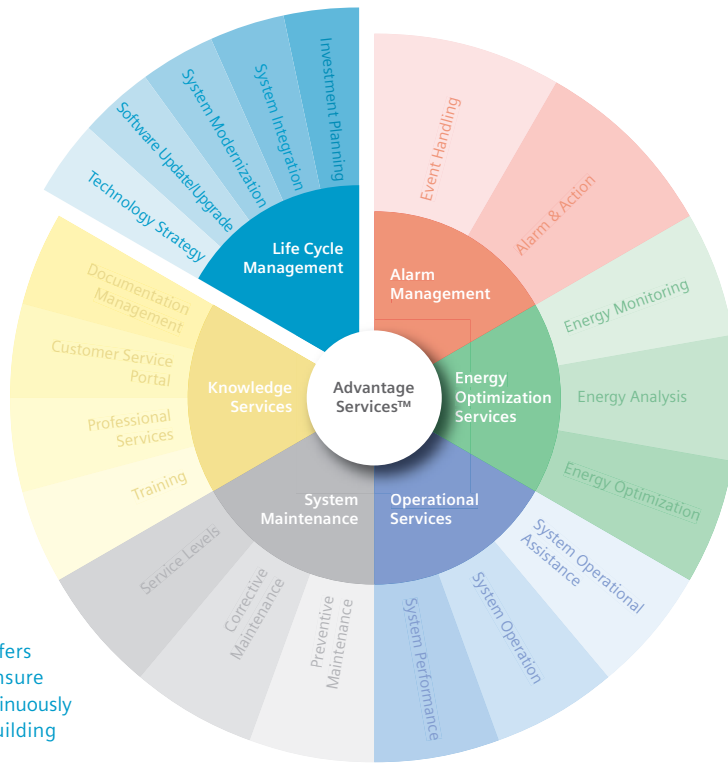
Operational Services provides the system operations support and assistance to manage your facility. System performance assures that your operational goals are achieved.

**System Maintenance**

System Maintenance provides preventive and corrective measures to obtain trouble-free, safe and efficient system operation.

**Knowledge Services**

Knowledge Services provides advice, training and the appropriate tools to help you manage and operate your buildings' systems.



Life Cycle Management offers customized solutions to ensure that your systems are continuously up-to-date; helping your building work for you.

## Life Cycle Management

**Working together so you can benefit from modern building, fire and security systems – today and tomorrow.**

In today's fast-paced world, technology is constantly changing and with it, your infrastructure requirements – the backbone of all your operations. Siemens has developed a portfolio of compatible solutions and services aimed at supporting the entire life cycle of your system. With these we deliver technology strategies and system software that ensures your infrastructure is up-to-date with the latest in fire safety, security systems, building automation and climate control.

Modernization results in increased functionality and performance. One solution is our step-by-step migration approach, tailored precisely to your needs, allowing you to modernize according to your planned capital expenditure. Typically, overall cost savings can be achieved compared to full system replacements.





**Make history  
rather than  
become history.**

Life Cycle Management provides  
tailored modernization solutions  
that protect your investment.

## Better to be safe than sorry.

Alarm & Action and Event Handling services create secure and reliable environments essential to your business.



## Alarm Management

**Rely on us for your security, safety and event handling.**

Everyone likes to be assured that they and their assets are safe. Siemens has extended this to the work environment by providing a range of alarm monitoring and event handling services, which focus on detecting and responding to hazards such as fires and intrusions, or system events.

The Alarm & Action service from Siemens is designed to identify emergency alarms and respond to these according to a

predefined scheme. Qualified specialists verify alarms and respond in a timely manner. This may include contacting the required fire, security and emergency services. For example, the implementation of Siemens Alarm & Action services resulted in significant reductions in theft for several retail chains.

System events such as irregularities or disruptions within daily operations are monitored by our Event Handling service.



Alarm Management processes events, intrusion and fire alarms professionally to prevent disruptions, damages and reduce potential hazards.



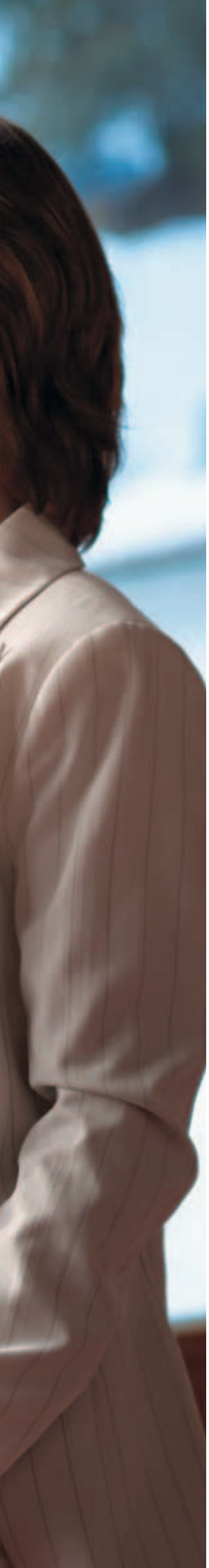
On detecting such an event, we respond according to your specifications and the agreed, predefined procedure.

With these services, the safety and security of your people, assets and business processes are increased. This allows you to be confident that any risks and disruptions to your operations are kept to a minimum.

## Caring for your well-being.

Achieving energy savings without compromising on comfort is at the very heart of our Energy Optimization Services.





Energy Optimization Services monitors, analyzes and optimizes the energy consumption of your building without compromising on comfort, helping you achieve energy savings and minimize environmental impact.

## Energy Optimization Services

**In partnership with Siemens implement and maintain a sustainable energy optimization process.**

A healthy environment is essential to the productivity and success of your business. Realizing a sustainable energy optimization process without compromising on comfort is dependent on transparent and high quality information. Energy Monitoring gives you invaluable insight into your energy consumption and performance, while Energy Analysis helps identify potential for savings. An energy optimization plan is developed in partnership, driven by your unique needs and requirements.

We support you in implementing energy optimization measures, which reduce energy costs and minimize environmental impact. While little or no fixed investment is required, 10 – 15% energy savings can usually be achieved. By reinvesting these energy cost savings into modernization, you can secure the value of your assets. Hence high performance today ensures you are prepared for tomorrow.



## Operational Services

**Guiding you through your day-to-day operations to achieve the most out of your building automation, security and safety systems.**

Everywhere we look today things have to be done better and faster. Businesses are increasingly under pressure to get more from their systems, which subsequently increases the demand on employees. To help you stay ahead, Siemens' Operational Services provides services in the areas of building automation, security and safety.

Skilled employees are one of the critical factors behind the success of any business. We can give you direct and immediate

access to our qualified specialists to either support your operational staff or operate the systems directly. This way, you can be sure that your daily operations continue to run seamlessly and on time. Alternatively, Siemens can take care of the complete outsourcing of all – or major – security functions from planning and building, to maintaining, operating and financing comprehensive security solutions.

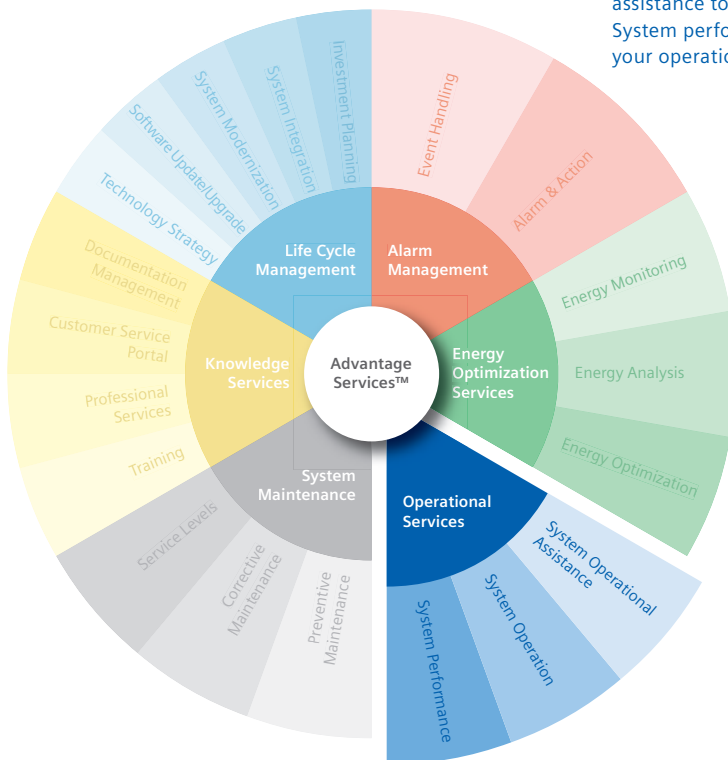


## All systems go.

Reliability anytime and anywhere – that’s exactly what Operational Services provides.

Operational Services provides the system operations support and assistance to manage your facility. System performance assures that your operational goals are achieved.

We also monitor and analyze your system’s performance through periodic status reports that identify areas, which can then be further optimized. For example, in building automation, implementing these measures can result in reduced operational costs and increased efficiency.





System Maintenance provides preventive and corrective measures to obtain trouble-free, safe and efficient system operation.

## System Maintenance

**Helping you achieve optimum system performance, availability and reliability.**

Regardless of where you are, you need to be assured that your system does not take a break. With Preventive Maintenance we focus on avoiding system downtimes and failures. Siemens can significantly reduce the number of operational disturbances ensuring comfort and safety is constantly maintained.

However, should you need corrective maintenance in the event a component is faulty, or needs repairing, our qualified specialists swiftly take the necessary

measures, be it replacing a component, supplying spare parts or recovering lost data. Together with you, we define the appropriate service levels such as guaranteed response time, extended hours or even 7/24 on call.

By having a service agreement with a reliable partner, you can budget your maintenance costs, thereby protecting your investment and allowing you to focus on your core business.



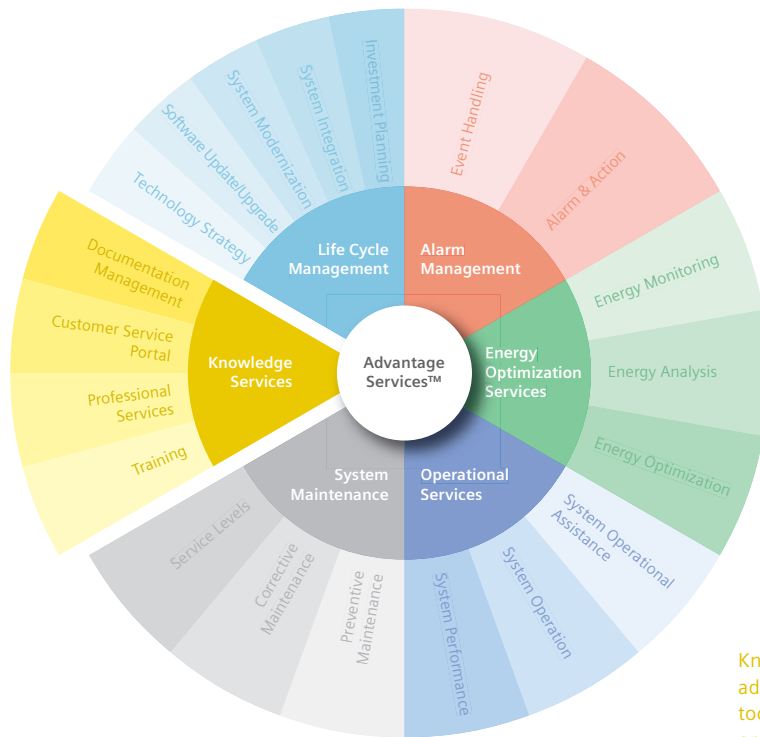
## Rest assured.

Everyone needs a break sometime. With System Maintenance services, we ensure your building constantly runs smoothly.

## Knowledge is money.

Information provides you with the power to run a successful business. Knowledge Services gives you expertise and support, saving you time and money.





Knowledge Services provides advice, training and the appropriate tools to help you manage and operate your buildings' systems.

## Knowledge Services

**Ensuring you have access to the correct information and skills when you need it.**

Our lives are inundated with constant changes and information. Siemens empowers you to efficiently access accurate information when needed, be it via structured training or a web-based support tool. Whether you need to train your employees on specific products or systems, or you require support regarding business and financial models or regulatory requirements, we provide the necessary training and advice.

Furthermore, you might be looking for an easier, more efficient way to store documents or manage your supplier relationships. In this case, our Document Management Service or web-based Customer Service Portal addresses these needs. Both of these services enable you to manage your data in a secure environment with greater transparency as well as having an easy method of data retrieval, resulting in significant cost and time savings.

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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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