



Ensure the Performance of Your Security Systems

As the leading security systems integrator, Siemens Building Technologies, Inc. brings value through a broad range of competencies. Our Advantage Services® packages for security systems leverage our heritage of innovation and our global presence, applied through local response, industry knowledge and experience, and unmatched service capabilities. Through strategic relationships with our clients we integrate world class security solutions that ensure your people, property and assets are secure.

Our offerings include the Performance Plus service package for security systems. The package provides a centralized source for service with options for additional coverage for your facility, such as remote monitoring. A variety of service levels — ranging from Platinum to Bronze — offer options in response time and can be fully customized for you.

Tailored to Meet Your Needs

When the selected plan is paired with your security systems service package, the result is a tailored service program that ensures your security systems are operating at peak levels. Our goal is to constantly look for ways to improve the performance of your facility while keeping your costs low.

Performance Plus

For Customers who need to ensure their security systems are operating as designed with minimal interruption, the Siemens Advantage Services Performance Plus package provides the most robust coverage of services available. The Performance Plus package offers security systems by providing maintenance and inspection services. By ensuring reliable performance of security systems and minimizing downtime, we can provide a more secure environment for our customer's business and customers.

The Performance Plus security systems package features scheduled system inspections and preventive maintenance following manufacturer guidelines. Siemens will provide data protection and data recovery for security systems, including routine on-site backups and quick recovery if data is lost or corrupted due to problems such as computer viruses, power outages, hard drive failures or physical damage.

Advantage Services®

Security Systems Service Packages

Building Technologies

SIEMENS

Advantage Services Plans

Platinum	Gold	Silver	Bronze
Designed for customers who experience serious business interruptions if their critical building systems fail.	Meets the needs of customers seeking a partner to ensure dependability and high reliability from their systems. It helps customers plan, budget and control their operating costs.	An economical choice for customers who want reliable backup support for their maintenance staff so they can minimize the downtime of building systems and equipment.	Designed for customers who need occasional expert support for their maintenance staff. It also meets the need for specific services where the expertise of Siemens staff is required.
8-hour onsite response for non-emergency ¹ 4-hour onsite response for critical components ² 2-hour response for emergency online phone response ³ 24x7 hours of service ⁴ 24x7 window for call handling ⁵	24-hour onsite response for non-emergency ¹ 4-hour onsite response for critical components ² 2-hour response for emergency online phone response ³ 24x7 hours of service ⁴ 24x7 window for call handling ⁵	Next regularly scheduled Siemens business day onsite for non-emergency ¹ Next regularly scheduled Siemens business day for critical components ² 4-hour response for emergency online phone response ³ M-F regular Siemens business day hours of service ⁴ 24x7 window for call handling ⁵	No covered response time ^{1,2,3} No covered hours of service ⁴ 24x7 window for call handling ⁵
<p>1. ONSITE FOR NON-EMERGENCY – Siemens will provide this service between scheduled service calls and respond within the stated period once receiving notification of a non-emergency condition, as determined by the customer's staff and Siemens. Non-emergency conditions are failures at an individual component level resulting in minimal impact to the overall operation of the facility.</p> <p>2. ONSITE FOR CRITICAL COMPONENTS – Siemens will provide this service between</p>	<p>scheduled service calls and respond within the stated period once receiving notification of a critical emergency condition, as determined by the customer's staff and Siemens. Critical emergencies are failures at a system or panel level and would result in the loss of the entire section of a building or place the facility at high risk.</p> <p>3. EMERGENCY ONLINE PHONE RESPONSE – System and software troubleshooting and diagnostics will be provided to enable faster response to emergency service requests and to</p>	<p>reduce the cost and disruptions of downtime. Siemens will respond upon receiving notification of an emergency as determined by your staff and Siemens. Where applicable, Siemens will furnish and install the necessary online service technology to enable us to remotely access your system, through a dedicated phone line or internet connection that will be provided by the facility. If remote diagnostics determine a site visit is required to resolve the problem a technician can be dispatched. Depending on your</p>	<p>contract coverage, the onsite dispatch will be covered or be a billable service call.</p> <p>4. HOURS OF SERVICE – Time period during which services are performed. Time outside hours of service is billable.</p> <p>5. WINDOW FOR CALL HANDLING – Siemens is accessible for managing calls 24x7. Services not included are available at hourly billable rates.</p>

Advantage Services Packages for Security

PERFORMANCE PLUS

Provides the most robust coverage of services through security systems maintenance and inspection.

Services Included

- Data Protection & Data Recovery
- Preventive Maintenance
- Operator Coaching

ADVANTAGE SERVICES AGREEMENTS

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ENERGY PROGRAMS

Energy Services are available to complement any service package. These services help minimize energy consumption and its environmental impact by further optimizing building and equipment performance.

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