



Your Single Source For Long-Term System Reliability

Siemens Building Technologies, Inc. is a leading single-source provider of cost-effective facility performance solutions for the comfort, life safety, and security of some of the most technically advanced buildings in the world. Our mission is to create outstanding customer value by making buildings safe, comfortable, productive and cost efficient. Our Advantage Services™ portfolio of performance services is designed to help you meet the challenges of aging buildings and equipment, tightening budget constraints and changing technology. Advantage Services provides the services that are right for you — ensuring a high level of system reliability while keeping your costs low.

Tailored to Meet Your Needs

Our Advantage Services offers a combination of plans and packages that can be customized for your unique needs. With four plan levels of service — ranging from Platinum to Bronze — we offer options in response time, labor and material coverage. Further customization comes through the selection of one of four package options — ranging from Performance Plus to Performance Verification. Packages are available for each of the major building system types — automation, HVAC, security, fire safety, pneumatic/electric and life science. When the selected plan is paired with a specific system service package, the result is a tailored service program that helps you manage the total cost of ownership for your facility.

Our process for developing service agreements combines our experience, operational know-how and product knowledge with input from your staff to gain insight into your business operations. Advantage Services experts will work with your staff to identify your service goals and then develop a program with the service package and plan level that meets your demands for responsiveness, support and cost predictability. Local Siemens experts implement your tailored service solution.

Our goal is to constantly look for ways to improve the performance of your facility while keeping your costs low. We concentrate on improving your buildings' performance, so you can concentrate on managing your business.

Advantage Services™

Capabilities Overview

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 companies plan, budget and control their operating costs.	An economical choice for customers who want reliable back-up support for their maintenance staffs 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.
<p>8-hour onsite response for non-emergency¹</p> <p>4-hour onsite response for critical components²</p> <p>24x7 hours of service³</p> <p>24x7 window for call handling⁴</p> <p>Software support/updates as issued⁵</p> <p>Repair/replace labor included</p> <p>Repair/replace material included</p> <p>Technology audit</p> <p>site360™ service⁶</p> <p>Operator coaching</p>	<p>24-hour onsite response for non-emergency¹</p> <p>4-hour onsite response for critical components²</p> <p>24x7 hours of service³</p> <p>24x7 window for call handling⁴</p> <p>Software support/updates with PM visits⁵</p> <p>Repair/replace labor included</p> <p>site360™ service⁶</p> <p>Operator coaching</p>	<p>Next Siemens business day onsite for non-emergency¹</p> <p>Next Siemens business day for critical components²</p> <p>M-F regular Siemens business day hours of service³</p> <p>24x7 window for call handling⁴</p> <p>Software support/updates with PM visit⁵</p> <p>Repair/replace labor included (overtime billable)</p> <p>site360™ service⁶</p> <p>Operator coaching</p>	<p>No covered response time²</p> <p>24x7 window for call handling⁴</p> <p>site360™ service⁶</p> <p>Operator coaching</p>
<p>1. ONSITE FOR NON-EMERGENCY</p> <p>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</p> <p>Siemens will provide this service between 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. HOURS OF SERVICE</p> <p>Time period during which services are performed. Time outside hours of service is billable.</p> <p>4. WINDOW FOR CALL HANDLING</p> <p>Siemens is accessible for managing calls 24x7.</p> <p>5. SOFTWARE SUPPORT/UPDATES</p> <p>As applicable.</p>	<p>6. site360™</p> <p>Web access for service requests and service status.</p> <p>Services not included are available at hourly billable rates.</p>

Advantage Services Packages

PERFORMANCE PLUS	PERFORMANCE	PERFORMANCE INSPECTION	PERFORMANCE VERIFICATION	ADVANTAGE SERVICES AGREEMENTS
The Performance Plus package provides the most robust coverage of services for customers requiring a reliable partner that will keep their systems operating at peak performance.	The Performance package offers a higher caliber of service than most plans, relieving your staff of many maintenance responsibilities and providing preventive services needed to reduce system downtime.	The Performance Inspection package is designed for customers who need to optimize system performance with a basic degree of support services.	The Performance Verification package is an invaluable support option that offers well-trained, experienced technicians to test and verify a percentage of system devices.	<p>Tailored to Meet Your Needs</p> <p>When the selected plan is paired with a specific system service package, the result is a tailored service program that ensures your automation, HVAC, security, fire safety, pneumatic/electric controls and life science 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.</p>
<p>Packages are available for the following systems:</p> <ul style="list-style-type: none"> Automation Fire Safety HVAC Life Science Security 	<p>Packages are available for the following systems:</p> <ul style="list-style-type: none"> Automation Fire Safety HVAC Life Science Pneumatic/Electric Security 	<p>Packages are available for the following systems:</p> <ul style="list-style-type: none"> Fire Safety HVAC Life Science Pneumatic/Electric 	<p>Packages are available for the following systems:</p> <ul style="list-style-type: none"> Fire Safety 	