



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 and Performance service packages for security systems. Both packages provide a centralized source for service with options for additional coverage for your facility, such as remote monitoring. With a variety of service levels — ranging from Platinum to Bronze — that offer options in response time and cost predictability, both packages can be fully customized for you.

Tailored to Meet Your Needs

When the selected plan is paired with a specific 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

The Performance Plus package provides the most robust coverage of services and complete outsourcing of security systems maintenance, inspection and full data protection and recovery services. It is designed for customers who need a reliable partner with whom to share the responsibility of keeping their security systems operating at peak performance levels.

Performance

The Performance package provides those preventive services needed to reduce system downtime and provide a more secure environment for businesses and their employees and customers. This coverage features scheduled system inspections of each device covered with full reporting as well as data protection and data recovery.

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 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>

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.

2. ONSITE FOR CRITICAL COMPONENTS

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.

3. HOURS OF SERVICE

Time period during which services are performed. Time outside hours of service is billable.

4. WINDOW FOR CALL HANDLING

Siemens is accessible for managing calls 24x7.

5. SOFTWARE SUPPORT/UPDATES

As applicable.

6. site360™

Web access for service requests and service status.

Services not included are available at hourly billable rates.

Advantage Services Packages for Security

PERFORMANCE PLUS	PERFORMANCE
Provides the most robust coverage of services through security systems maintenance and inspection.	Provides the level of service you need and ensures reliable performance of all security systems covered.
<p>Services Offered</p> <p>Test & Inspection</p> <p>Data Protection & Data Recovery</p> <p>Preventive Maintenance</p> <p>Remote Access Management (RAM)</p>	<p>Services Offered</p> <p>Test & Inspection</p> <p>Data Protection & Data Recovery</p>

ADVANTAGE SERVICES AGREEMENTS

Tailored to Meet Your Needs

When the selected plan is paired with a specific 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.