



# Advantage Services<sup>®</sup>

## Overview

Building Technologies

**SIEMENS**



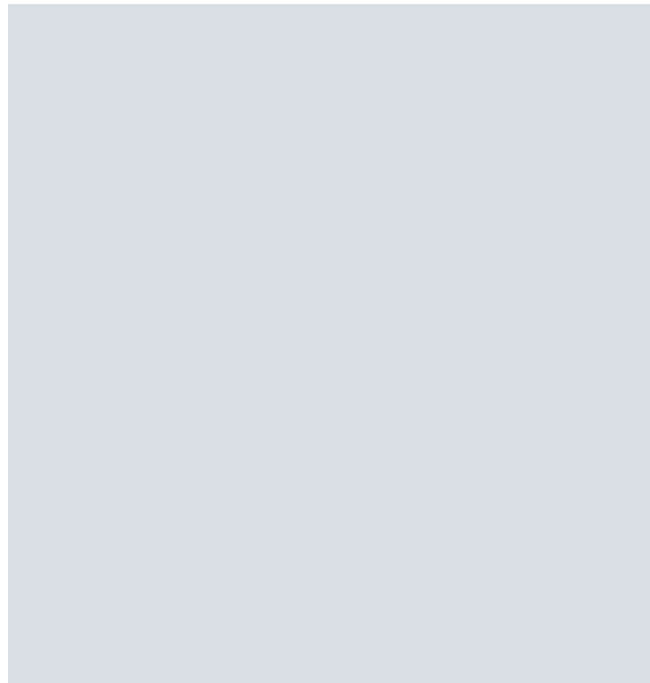
## Single Source for Long-Term System Reliability

When customers turn to Siemens Building Technologies, Inc. for service, they find a strategic partner focused on extending the life cycle and improving the performance of their important building systems. Customers working with Siemens gain the peace of mind that comes from knowing their facilities are in the right hands, that their investments are supported by high-quality service, and the comfort, safety and security of their environments are ensured. Advantage Services® provides access to our skills and broad range of service offerings.

We take the time to understand our customers' changing business needs and offer services to meet them today and as they evolve. Advantage Services plans and packages provide the breadth of services that ensure the reliable, efficient operation of your building systems and the flexibility to meet the unique requirements of your facility. Siemens customers rely on the highest level of service, no matter if their needs involve comprehensive maintenance or routine inspection and testing.

### Local Experts, Global Resources

With a commitment to cost-effectively servicing and supporting your building systems, Siemens is there for you wherever you are located. Our local experts — from more than 100 North American field offices — have access to the global resources of a company dedicated to innovation, continuous training and customer satisfaction. Our broad range of capabilities covers all aspects of building automation, fire & life safety, security and HVAC systems. Experts in all of these areas are available to assess your requirements and provide service solutions to fill any gaps that may stand in your way of reaching your goals. Siemens is your single source for solving immediate problems and attaining the long-term success of your facility.



## Partnering to Meet Your Needs

Building a long-term relationship with a service provider can be harder than it sounds. Customers who choose Siemens know they have a partner who will be there for them throughout the entire life cycle of their systems. We understand the challenges customers face in maintaining aging buildings and equipment, working within tightening budget constraints, and keeping up with the pace of technology. Our Advantage Services portfolio is designed to help you meet these challenges and ensure a high level of system reliability while keeping your costs low.

With more than 1,500 dedicated service personnel ready to respond to your service needs, Siemens provides national coverage with local response. All Siemens professionals who work with you will know your systems because our highly skilled experts receive continuous training and the average technician has eight years of experience.

### Planning Your Services

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 needed to meet those goals. 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.

Together we can define a common goal, identify organizational resources, inventory your facility systems, and identify potential savings opportunities. We also work together to analyze requirements and budgets and to define the scope of the agreement, including allocation of responsibilities and development of targets for system performance.

With Advantage Services from Siemens you can rely on the local support of a global leader. Siemens Building Technologies makes your building comfortable, safe, secure, productive and less costly to operate. We focus on improving your building's performance, so you can focus on improving your business's performance.

# Customized Services to Ensure Peak Performance

## Choose Your Level of Support

Advantage Services provides the services that are right for you. Your choice of a service plan and a system package form your Advantage Services agreement. Our field staff will work with you to determine the specific services and options needed to meet the unique requirements of your facility, then customize your service portfolio with the plan level that meets your demands for responsiveness. For example,

you may need immediate attention for certain alarms and want a four-hour response time for on-site assistance, day or night, 365 days a year. For other issues, an eight-hour response during regular business hours might suffice. Packages that outline the specific service details for each system type are available for building automation, HVAC, security and fire & life safety systems.

## An Advantage Services agreement combines a plan with a package.

### Tailored to Meet Your Needs

When the selected plan is paired with a specific system service package, the result is a tailored service program that ensures your building automation, HVAC, security and fire & life safety 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.

ADVANTAGE SERVICES PLANS			
PLAN DETAILS	PLATINUM	GOLD	SILVER
ONSITE RESPONSE FOR NON-EMERGENCY <sup>1</sup>	8-hour response	24-hour response	Next regularly scheduled Siemens business day
ONSITE RESPONSE FOR CRITICAL COMPONENTS <sup>2</sup>	4-hour response	4-hour response	Next regularly scheduled Siemens business day
EMERGENCY ONLINE PHONE RESPONSE <sup>3</sup>	2-hour response	2-hour response	4-hour response
HOURS OF SERVICE <sup>4</sup>	24x7	24x7	M-F regularly scheduled Siemens business days
WINDOW FOR CALL HANDLING <sup>5</sup>	24x7	24x7	24x7

#### 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. EMERGENCY ONLINE PHONE RESPONSE

System and software troubleshooting and diagnostics will be provided to enable faster response to emergency service requests and to 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 contract coverage, the onsite dispatch will be covered or be a billable service call.

## Service Plans

Whether system interruptions and equipment performance have a minor or a major impact on your business, Siemens has a service plan that is right for you. Our service agreements are offered with a range of service plan levels — from Platinum to Bronze — that offer options in response time. An Advantage Services program can be tailored to meet your building's unique needs.

## Service Packages

Advantage Services packages are available for the major building system types including building automation, HVAC, security and fire & life safety. For each system type, packages range from Performance Plus — which offers maximum system protection — to Performance Inspection — which helps you identify underperforming equipment and potential problems so they can be addressed immediately. Our packages are structured to meet your specific requirements and provide you with total building care.

## ADVANTAGE SERVICES PACKAGES

### BRONZE

The Bronze plan is 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.

No covered response time

No covered response time

No covered response time

No covered hours of service

24x7

### PERFORMANCE PLUS

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.

Packages are available for the following systems:

- Building Automation
- HVAC
- Security

### 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.

Packages are available for the following systems:

- Building Automation
- HVAC
- Fire & Life Safety

### PERFORMANCE INSPECTION

The Performance Inspection package is designed for customers who need to optimize system performance with a basic degree of support services.

Packages are available for the following systems:

- HVAC

#### 4. HOURS OF SERVICE

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

#### 5. WINDOW FOR CALL HANDLING

Siemens is accessible for managing calls 24x7.



### 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.

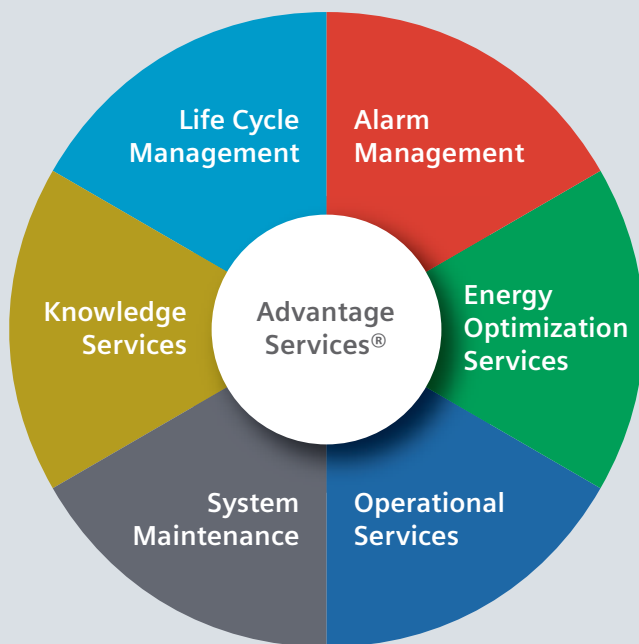
# Comprehensive Service Portfolio: It's All in the Details

Advantage Services plans and packages are an important component of the total capabilities of Siemens Building Technologies, Inc. We know building systems inside and out, and our Advantage Services portfolio is an additional protective layer in our commitment to driving your building's highest performance today and well into the future. Our experts back you up with their advanced knowledge of today's highly technical building systems and equipment so you can focus on what you know best. We understand the intricacies of these systems and the services they need, so you can rely on us to get the most out of your facility investment.

Our service agreements offer a combination of plans and packages that can be customized to meet your needs. The equipment packages and their available options draw from the more than 100 services we offer in six categories: Life Cycle Management, Alarm Management, Energy Optimization, Operational Services, System Maintenance and Knowledge Services. By establishing service agreements with you, we will keep up to date with your changing needs and you will be assured of our performance through quality assurance programs and satisfaction surveys. Our approach is designed to meet and exceed your expectations.



## A Full Spectrum of Capabilities To Meet Your Service Goals



Siemens capabilities include more than 100 system services in six categories that represent the needs of our customers. Our Advantage Services program allows you to combine services across these categories to provide total care for your building:

- Life Cycle Management ensures plans to upgrade or modernize building systems as needed to provide the best level of technology for your facility.
- Alarm Management gives you a higher level of protection by providing professional handling of many types of alarm events, including alarm monitoring and rapid response to critical conditions in a facility.
- Energy Optimization Services monitors, analyzes, and optimizes energy consumption. We help you keep an eye on energy usage without compromising comfort.
- Operational Services provides system operation support and assistance to facility managers, enabling you to supplement the skills of your staff with the expertise of Siemens.
- System Maintenance provides preventive and corrective maintenance measures, assuring that all of the standard routines for maintenance are completed as defined by the manufacturer.
- Knowledge Services allows us to share our expertise with you through consulting, professional services, and training. Knowledge Services gives you access to all of the knowledge of Siemens.



## The Advantage of Siemens

It is not easy to have all of the skills in house that are necessary to keep critical building systems operating. Many companies want to share the responsibility with outside experts who have advanced skills in equipment service. You can count on Siemens as a single point of contact for integrated services for building automation, fire & life safety, security and HVAC systems.

Siemens builds on its worldwide innovation, national coverage and local reliability to provide you with the best customized services. Our local experts have one goal in mind: to optimize your building's performance to help you serve the needs of your employees and occupants.

### **Protect Your Assets**

We arm our customers with information to help them make better decisions about the future of their buildings. Advantage Services can increase equipment efficiencies and help you achieve optimum cost control by continually

managing, reassessing and maximizing your facility's systems. We can help you minimize the risk of catastrophic system failure and reduce costs by planning and performing maintenance to avoid unbudgeted repair expenses. Our services help protect your assets with customized service programs and help you meet regulatory requirements associated with equipment testing, inspection, maintenance and repair.

Advantage Services agreements provide you with the support required to assure that your facility goals and objectives are achieved. Our customers say that service is what sets Siemens Building Technologies apart from our competitors. Rely on Advantage Services to focus on improving your building's performance so you can focus on improving your business's performance.

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