

How can I improve service performance year on year?



By protecting your business with the most sophisticated security maintenance and emergency service available today, Advantage Services from Siemens.

Answers for infrastructure.

SIEMENS



Siemens is a sponsor of the GB Rowing team, winners of 9 medals at the 2008 Olympic and Paralympic Games

Take advantage of top service performance at every level

We understand the challenges companies face in maintaining site security, especially working within tight budget constraints and keeping up with the pace of new 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 down.

Siemens Advantage Services programmes provide access to high level skills and a broad range of service offerings, meaning you can be assured of a working system at all times and avoid any unexpected and costly repairs.

We take the time to understand our customers' changing business needs and offer the services to meet them both now and in the future. Advantage Services plans and packages provide the choice and flexibility that ensure the reliable, efficient operation of your security equipment and the highest level of service performance.

Maintain the performance of your system at all times

Local experts, global resources
Siemens will be there wherever you are located. Our professional engineers manage over 5,000 sites across the whole of the UK. Their extensive knowledge of a range of manufacturers' equipment means we can provide you with first rate service even if we did not supply your original system.

Partnering to meet your needs
Siemens Advantage Services programmes are based on our clear understanding of your security requirements and our considerable experience in supporting an extensive national customer base. We guarantee that the maximum response time for any fault is within the agreed contract and critical faults are treated as an absolute priority. Our focus is always 'fix time', not just 'response time'. Our objective is to ensure that your system is fully operational as quickly as possible.

Planning your services
Advantage Services experts will work with your staff to gain insight into your security operations, identify your service goals and develop the right programme for you. We can define a common objective, identify organisational resources, create an inventory of your systems, identify potential cost savings and set targets for system performance.

Training
As part of our commitment to excellence in customer service, we provide training for your staff on how the system works,

its full capability and potential limits. We invest time in making sure that they're familiar with the relevant legal regulations and the key rules of collecting evidential information.

Preventive maintenance
Siemens ensures that regular scheduled preventive maintenance visits are carried out, when your system will be inspected for complete functionality and operational performance. A specified list of maintenance checks will also be performed and the service engineer will give you a report on the work carried out.

Choose your level of support
Siemens service agreements offer a range of levels, from bronze, silver and gold standards through to bespoke programmes that cater for your individual requirements. We will work with you to determine the specific services and options that are important to your organisation and plan the level that meets your demands for response, support and cost.

Why Siemens?
As security specialists for over 40 years, we design, supply, install and maintain a range of electronic security systems. We believe in building partnerships with our customers, many of which exceed 20 years, we have full NACOSS accreditation and adhere to BS 8418.

Winner of the 2008/9 Security Excellence Award for 'Best Customer Care'.

Highlights

- Support for all leading manufacturers' security equipment
- Teams of qualified engineers available 24/7
- Range of support programmes to suit requirements
- Award-winning customer support for 7 years
- Over 5,000 UK customers
- Access to new technology

Service Levels

Response

	Help Desk	2xPPM	Call Outs	Training	Parts	72hr	24hr	12hr	4hr Critical	Weekend Critical
Warranty Plus	✓	✓			✓		✓		✓	
Bronze	✓	✓				✓				
Silver	✓	✓	✓	✓			✓			
Gold	✓	✓	✓	✓	✓			✓		✓
Gold Plus	✓	✓	✓	✓	✓			✓	✓	✓
Custom										

(Create your own service level)

Options: Dome Cleaning, Remote Diagnostics

Welcome to the world of innovative thinking

■ Innovation

Siemens invests a great deal in both manpower and research and development. This results in a steady stream of new insights, technologies and inventions that enable us to improve the reliability of our products and systems, ensuring the securest products and making our systems even more simple and convenient to operate.

Advances in digital technologies are creating a whole new world of possibilities. Siemens is at the leading edge of progress in this field and continues to redefine both current and future technologies.

■ Reliability

With a history of over a hundred years, if you need an established, reliable partner you are in the very best of hands with Siemens. System expansions and upgrades can be continuously made over a period of years, which ensures your investment for the future.

■ Security

Siemens products, systems, solutions, and services provide you with security. Today, tomorrow and for decades to come. That's why countless customers around the world place their trust in Siemens.



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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.

Subject to change

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