Today, traffic authorities strongly focus on traffic management and are investing in traffic hardware and software to meet changing mobility needs. High efficiency and maximum availability are essential. Subsequently, traffic systems must be updated regularly to incorporate the latest features and functionalities. Siemens offers innovative services to fulfill all of these demands. A pro-active service approach, as part of a system car contract, increases system availability and ensures that all traffic system components – both software and hardware – are state-of-the-art, while keeping safety and cost-effectiveness in mind.

Your challenges
- Ensuring highest availability of traffic systems
- Maintaining investment value throughout the life cycle
- Implementing the newest functionalities, features and software versions
- Staying within budget

Our solution
- Modular service packages tailored to individual needs
- Pro-active service before a problem occurs
- Software updates and upgrades at any time
- Spare parts readily available around the globe
- Single point of contact for your entire system

Customer benefits
- Pay for what you need, preserve investment value
- Highest possible system availability
- Newest functionalities and features within existing traffic systems
- Protection against discontinuation or obsolescence
- Planning security regarding life cycle costs
- Complete system care of traffic systems by an experienced, reliable partner

We keep the world running.
System Care – Service Packages

On track to high system availability
Siemens monitors your central traffic management system with cutting-edge technology that detects deviations and sends warning messages directly to our experts – even before a problem occurs. Innovative remote tools let Siemens analyze every system state in detail. This pro-active approach guarantees a very high system uptime – keeping everyone and everything moving smoothly.

Fast-forward to the latest features
Traffic Management and Control applications evolve quickly, and new features are frequently introduced. A system care contract with Siemens Mobility Services ensures that your system is always up-to-date and that all central system components – the operating system, specialized traffic management software, as well as hardware parts – remain fully compatible.

Service Packages – tailored to individual needs
Siemens Service Packages are carefully designed and pre-defined. But when it comes to the details, we are very flexible in adapting service contracts to specific needs – both in terms of content and duration.

<table>
<thead>
<tr>
<th></th>
<th>Basic</th>
<th>Classic</th>
<th>Superior</th>
<th>Premium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call acceptance by control center, phone support, provision of software updates ¹)</td>
<td>✓</td>
<td>✓</td>
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</tr>
<tr>
<td>Installation of software updates ²)</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Contractually-defined repair times</td>
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<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Preventive system health checks for hardware and software; data backup</td>
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<tr>
<td>Spare parts free of charge, incl. express delivery</td>
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<td></td>
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<tr>
<td>24/7 service delivery</td>
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<tr>
<td>Data system check</td>
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</tr>
<tr>
<td>Software upgrades ²) and new versions, incl. installation</td>
<td></td>
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<td></td>
<td>✓</td>
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<tr>
<td>Hardware upgrades incl. installation</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

Additional options are available to suit individual requirements

¹) Updates usually contain software corrections and bundle several hotfixes
²) Upgrades usually are a new software products or an existing software product with new or extended functionality

Siemens AG
Infrastructure & Cities Sector
Rail Systems Division
Mobility & Logistics Division
Siemens Mobility Services
Post Box 32 40
D-91050 Erlangen
Germany

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The information in this document contains general descriptions of the technical options available, which do not have to be present in all individual cases. The required features should therefore be specified in each case at the time of closing the contract.