SIEMENS
Ingenuity for life

How does your security system help meet your business objectives?

usa.siemens.com/service

The traditional approach to security system maintenance may fail to help you meet your business objectives.

Every day, security and facilities teams are charged with not only safeguarding the people, property, and assets within the building, but also ensuring that all security systems run smoothly.

To do that, the traditional approach has meant outsourcing the manufacturer-recommended service and maintenance activities to a third-party service agreement. Traditional security services typically cover preventive maintenance, software maintenance and updates, monitoring, emergency response, and on-call service, all of which don't take into account the key performance indicators (KPIs) that align with your organizational objectives.

More and more, research indicates that this approach could be failing your organization. That is, every business has its own safety and security goals, and measures progress toward those goals in different ways. Locked within your systems is a wide range of data that can be harnessed in new and innovative ways, helping you better align maintenance activities and resources with business priorities.

It's important for security service agreements to align with your business needs.

Harness the power of your security system data

- Alarm reduction and management for all systems
- Red flag analysis for access doors and video monitoring
- Visibility into structured security data, aligned to organizational goals
- Proactive lifecycle analysis and management services

There is an **expectation** that **data** is **no longer stored** for forensic value rather **insights** are **given** to be **proactive** **to protect** the **lives** and **assets** in buildings.

Optimize your security system to achieve organizational outcomes

What if, instead of the traditional approach, you could track those KPIs that drive toward business outcomes? For example, an organization whose goal is to deliver a safe working environment might measure the ways in which a building remains secured.

The right partner for a security system service agreement will not only work with you to understand what your business objectives are, they can align a set of KPIs that drive toward those objectives, and then customize your service agreement to meet those needs. Further, you'll get complete visibility into the services performed and how they have an impact on your KPIs.

Proven Outcomes for Security from Siemens

This approach not only helps safeguard the people, property, and assets within your building, it keeps your provider accountable to the overall success of your organization.

Your **goals** and **KPIs** are the **cornerstone** of a **Proven Outcomes** security service agreement— they're how we **design** and **deliver** your services. *And*, we **demonstrate** the **success** of the Proven Outcomes agreement with **transparency** and **reporting**.

Siemens comprehensive Advisory and Performance Services portfolio helps you achieve all of your service goals. Through Advisory and Performance Services, you have access to more than 100 services that address every facet of your building. With a tailored, value-based approach we apply our comprehensive service portfolio to meet your specific facility objectives and business goals.

DEFINE a service program around your business goals

DELIVER services driven by KPIs

DEMONSTRATE impact of your service program

Customer Goals

Proven Outcomes: Siemens step-by-step, measurable approach to service agreements

Proven Outcomes from Siemens gives you a measurable, step-by-step process for identifying the key performance indicators that are meaningful to your business success, and then aligning facilities systems maintenance accordingly.

Our customized approach means services are delivered according to your needs, budget, and staff resources. And, you can demonstrate the impact of the service agreement and performance against your business objectives.