



# Fire & Life Safety Services

[usa.siemens.com/FireServices](https://usa.siemens.com/FireServices)

## Protecting what matters most

When your fire and life safety systems are properly maintained and serviced per standards, you can protect what matters most – people, property, and business continuity – while minimizing your risk exposure.

To provide the highest probability that your fire and life safety systems will operate properly in the event of a fire, the NFPA requires 24x7 monitoring; regular inspection, testing, and maintenance; and timely repairs for deficiencies. Organizations must also meet the requirements from applicable insurance providers as well as federal, state, and local authorities having jurisdiction (AHJ).

Fire and life safety typically represent 5-7% of a facility department's budget – but managing the 10-15 systems and their respective compliance requirements likely takes 15-20% of your time. In short, it's essential to select a service partner who can service and maintain your platforms per the standards and requirements specific to your building, your business, and your jurisdiction.

## Comprehensive, digital portfolio

Today's fire system technologies and innovations integrate connected sensors, detectors, and sprinklers in ways that are better suited to protecting what matters most.

## Key benefits

- Combine onsite and above-site services for comprehensive protection
- Improved performance and 24x7 monitoring via UL® Listed CSAA Five Diamond Central Monitoring Station
- Remote connectivity leads to proactive service
- Expertise on applicable codes and standards
- Single point of contact and streamlined scheduling for service
- Efficiently managed service via Customer Service Portal
- TechAdvance+ Inspection and Reporting Tool (TAP) TAP enables a standardized digital testing approach that supports compliance efforts with uniform, digital documentation and reports, required by NFPA and other AHJs

**SIEMENS**

That's why it has never been more important to rely on a trusted partner who can harness the power of digitalization to help improve the reliability and performance of fire and life safety system systems. With our comprehensive, digital portfolio of Fire and Life Safety Services, Siemens can provide the highest probability that your systems will operate properly in the event of a fire.

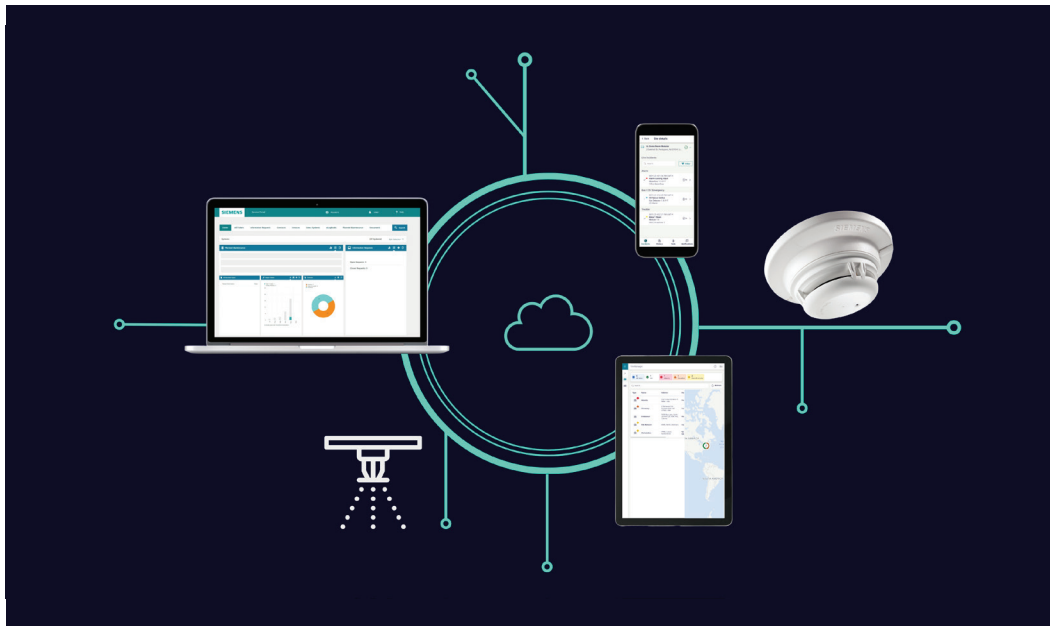
### Siemens Fire Digital Services

Siemens has a wide array of digital services to help meet your fire and life safety goals. Building X Fire Apps provides remote viewing and notification capabilities for Desigo fire alarm systems. Our Customer Service Portal provides the ability to manage schedules, track repairs, generate reports, access critical information, and retrieve essential NFPA and healthcare accreditation inspection reports to help maintain compliance. The Customer Service Portal also provides access to eLogbook for a complete view of your fire alarm events and service tickets.

Our Alarm Notification Service (ANS) allows you to quickly implement automated, prompt notifications and communications that keep employees, visitors, contractors, and others informed of situations and events. And, our Smart Fire Sprinkler Service continuously monitors and collects data such as temperature, pressure, and equipment operation and also enables remote inspections.

### The Siemens Central Monitoring Station is UL® CSAA Five Diamond certified signifying Five Points of Excellence:

1. Commitment to random inspections and quality criteria standards by a nationally recognized third-party laboratory such as UL or FM
2. Commitment to the highest levels of customer service
3. Commitment to ongoing job-related education and testing by having 100% of its Central Station Operators certified using the CSAA online training series
4. Commitment to raising the industry standards through CSAA membership and participation in its activities
5. Commitment to reducing false dispatches



**Central Monitoring Station**

Our UL® Listed Five-Diamond CSAA Central Monitoring Station remotely monitors your connected fire alarm and life safety systems with UL-certificated service as required by many AHJs around the country. With locations in Texas and Maryland, we can offer national coverage and personal service to more than 10,000 connections in the U.S.

**Building X Fire Apps**

Gain real-time views of your fire safety system performance to enhance incident response time and transparency. Building X Fire Apps can improve system performance and service levels so you can be better prepared for and aware of incidents.

**Smart Devices**

Support your compliance efforts with smart devices. Siemens has partnered with Hexmodal for smart emergency lights, exit signs, and fire extinguisher sensors.

**Customer Service Portal**

Manage schedules, track repairs, generate reports, access critical information, and retrieve essential NFPA and healthcare accreditation (Joint Commission or DNV) inspection reports to help maintain compliance. Your eLogbook displays activities from your connected fire system.

**Smart Fire Sprinkler Service**

By leveraging intelligent sensors and cloud-based technology, Siemens Smart Fire Sprinkler Service continuously monitors and collects data such as temperature, pressure, and equipment operation. This service also enables remote inspections.

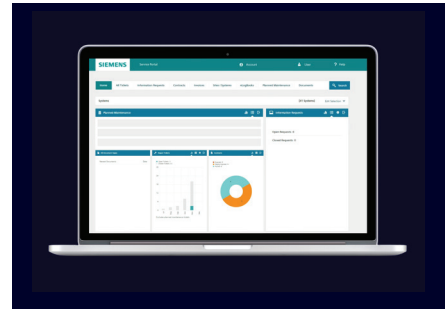
**Alarm Notification Service (ANS)**

Quickly implement automated, prompt notifications and communications that keep employees, visitors, contractors, and others informed of situations and events.

**Smart emergency lights, exit signs, and fire extinguisher sensors make more time for your team**

Siemens has partnered with Hexmodal for smart emergency lights, exit signs, and fire extinguisher sensors to significantly reduce your compliance testing and inspection tasks.

With smart emergency lights and exit signs, required tests and inspections are completed remotely, so you'll never do a manual test again. With smart fire extinguisher sensors, your monthly inspections are completed remotely; you will still need an annual in-person inspection.



# Siemens onsite fire and life safety services

## Manage System Operation & Compliance

- Fire Safety Assessment
- Monitoring – UL® Listed
- Inspection, Testing & Maintenance
- Corrective Services
- Sprinkler Internal Piping Condition and Obstruction Investigation Service
- Healthcare Accreditation

## Optimize Efficiency & Productivity

- System Performance Assessment & Strategy
- System Optimization Services
- Integration Services
- Education Services
- Operator Coaching
- Alarm Management Services
- On-site System Operator/ Staffing
- Support Services

## Protect Lifecycle Investment

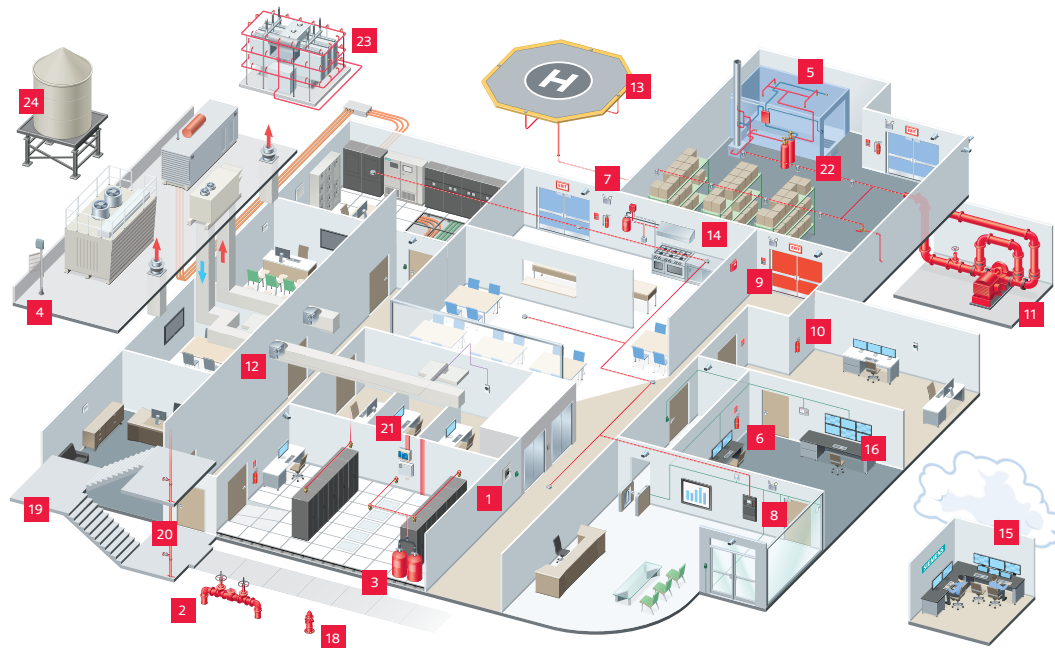
- Lifecycle Planning
- Software Upgrades
- Technology Migrations

**Siemens fire & life safety experts**  
Siemens responsive fire and life safety experts and technicians can help you with your compliance to the latest standards and requirements from NFPA; local AHJs; and the Federal, state, and local codes specific to your business.

## Protection matters

Siemens comprehensive Fire & Life Safety Services provide the support you need to protect your people, property, and business continuity.

## SIEMENS



With more than 100 field offices staffed with 3,100 service employees, we provide the support you need when you need it.



Siemens NICET-certified technicians are trained on complete systems from most major manufacturers.



Siemens operates a fully redundant US-based, UL-listed National Service Operations Center for 24/7/365 alarm, fire, and systems monitoring.

### Comprehensive Fire & Life Safety Services

- |  |                                  |                                  |  |                                 |
|--|----------------------------------|----------------------------------|--|---------------------------------|
| 1. Area of Refuge                      | 6. Emergency Communication – MNS | 11. Fire Pumps                   | 16. Network Management Station (Designo CC)  | 21. VESDA                       |
| 2. Back Flow Preventers                | 7. Exit / Emergency Lights       | 12. Fire / Smoke Dampers         | 17. Nurse Call (not pictured)                | 22. Water-Based Fire Sprinklers |
| 3. Clean Agent Suppression             | 8. Fire Alarm Systems            | 13. Foam-Water Sprinkler Systems | 18. Private Fire Service Mains (Hydrants)    | 23. Water Spray / Mist Systems  |
| 4. Distributed Antenna Systems         | 9. Fire Doors                    | 14. Kitchen Hood Suppression     | 19. Smoke Control / Stairwell Pressurization | 24. Water Storage Tanks         |
| 5. Dry Chemical Industrial Suppression | 10. Fire Extinguishers           | 15. Monitoring                   | 20. Standpipe and Hose Systems               |                                 |

## Moving the fire digital transformation forward

People who rely on information to do their Fire and Life Safety jobs need more information – in more ways – than ever before. And that’s where harnessing the power of digital transformation plays a critical role.

From people and property to business continuity, protecting what matters most means ensuring your fire and life safety systems can perform their best when you need them. Siemens’ comprehensive portfolio of digital Fire and Life Safety Services answer the call, helping you improve fire prevention and protection, codes and standards compliance efforts, and operational efficiencies.



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