

# Improve service performance year on year

## Keep your fire and security systems operational at all times

**When your business, your customers and the public rely on the performance of your fire safety and security solutions, business continuity is paramount.**

Siemens' service and maintenance packages mean that your organisation will benefit from the support from a world-class company with the resources to deliver a high level of system reliability and ensure that your fire and security systems are always available.

This means 24/7 access to teams of qualified engineers, available round the clock to take care of emergencies, ensure that response is swift, and that fault resolution is as prompt as possible. Our focus is always 'fix time', and in parallel 'response time' to ensure your assets are 100% effective and fully operational as quickly as possible. We provide choice and flexibility, as well as access to a highly skilled workforce, meaning that you can be assured of reaction, capability and expertise to fully support your critical operations.

### How will you plan my support?

We will work with you to determine the specific services and maintenance options that are important to your organisation and plan the level of care that meets your demands for response, lifecycle support and cost. Siemens' service and maintenance agreements offer a range of levels, from basic planned preventative maintenance through to bespoke asset management programmes that cater for your individual requirements.

### What about preventative maintenance?

The right planned preventative maintenance will reduce the need for repair calls. We will ensure that scheduled visits are carried out at agreed intervals and your system will be fully checked for complete functionality and operational performance. To keep you up to speed, the service engineer will report back to you on all activities carried out, the overall condition of your system and any specific items requiring further attention.

### How does reporting work?

To improve connectivity and communication, you can now access our online Service Portal to request support, schedule maintenance, track repair status, review performance, generate reports, access fault history and view trend analysis. It's a quick way of tracking maintenance issues, and offers better insight into the reliability of installed equipment.

### Can I access remote services?

To further support our customers, our remote services can improve fix rates with remote repair and periodical system monitoring, as well as deliver manpower efficiencies. Engineers arrive on-site fully supported, well-informed and suitably equipped. Our common Remote Service Platform (cRSP) creates a secure, managed connection enabling access to your systems, and facilitating a mix of remote and manned response to enhance your customer experience.

Siemens fire & security

Technology manufacturer

Solution design

System integration

Install & commission

Service & support

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## What about engineering capability?

We recruit the best people available and then invest heavily in all the resources needed to be able to meet and exceed your highest expectations. There is a comprehensive management process to support and measure engineer performance, productivity and quality and to keep abreast of new developments. Our people undergo training programmes on all aspects of fire safety and electronic security, as well as specialist technology areas, health & safety, quality and environment.

## What structure is in place to support me?

Your Siemens Customer Relationship Manager is the focal point for all your service deliverables and is responsible for managing the contract and delivering against agreed KPIs and SLAs. This involves providing customer reports, agreeing a communication plan, setting regular meetings, reviewing contract performance and working with you to decide future works and improvements.

## How will you meet my response levels?

Service plans, maintenance programmes, support and technology migration are delivered by a dedicated team with the backup of centralised administration. We have a network of engineering teams located across the UK and our 24/7 help desk enables access to technical support and to report any faults.

Faults can be logged via a dedicated phone support team, or by a monitored email account, or through the Siemens Service Portal. To ensure the availability of our engineering response, we employ a number of on-call duty engineers and manage an out of hours call out rota.

The help desk ensures that response and fix times are kept to an absolute minimum through daily monitoring of outstanding or unresolved faults. The help desk also programmes, and subsequently monitors, pre-planned maintenance visits on an ongoing basis to ensure they are completed on time and that information is reported back to you.

## Which technologies do you maintain?

Just some of the technologies we support include: fire detection and alarm systems, fire management software platforms, clean extinguishing systems, voice alarm and public address, mass notification systems, security management software platforms, CCTV, thermal detection, ANPR, access control, identity management, intruder detection, perimeter protection, remote monitoring, video analytics, secure IP networks, control room design and command and control software platforms.

All our staff are required to comply with the standard, minimum security clearance criteria detailed within our Security Vetting Policy.



## Protection matters, come direct to Siemens

Siemens can conduct a free audit of your organisation and advise on the appropriate service package to meet your requirements for support.

We would welcome the opportunity to demonstrate our ability to provide the right level of service for your people, your customers and the public.

Contact us for a consultation and survey: [firesafetyandsecurity.gb@siemens.com](mailto:firesafetyandsecurity.gb@siemens.com)

