Whenever technical faults or queries arise, it is important that operations and maintenance personnel can rely on quick and efficient assistance. With On-call Support we address your demand for Siemens to be “just a phone call away”. As your partner for problem solving not only during the warranty period but also beyond, we provide assistance any time you need it.

The ability to quickly analyze system fault messages and take appropriate action is a key factor for ensuring that road traffic systems run safely and efficiently. Siemens’ On-call Support offers individual technical assistance in matters related to operation and maintenance at any time and globally, over the phone or via the web. Highly qualified Support Center experts from Siemens answer incoming requests promptly. They have access to an internal network of specialists in the areas of installation and commissioning, research and development, maintenance and engineering.

No matter when or where a problem occurs, our Support Center provides immediate and professional assistance. Our technical experts speed up symptom collection and problem analysis by remotely connecting to the affected systems via the Siemens’ common Remote Service Platform (cRSP).

Our service – your benefits

- Single point of contact for any technical query or in case of technical problems
- Availability of experienced Siemens’ product and system experts up to 365 days a year / 24 hours a day
- Access to backup support from installation and commissioning, research and development, maintenance and engineering
- High-level system availability due to rapid system restoration
- More satisfied road users and citizens
- Continuous transparency on the status of service tickets
- Experience from other Siemens installations worldwide
- Access to latest software updates

We keep the world running.
On-call Support: Product description

<table>
<thead>
<tr>
<th>Service modules</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical query service</td>
<td>Answers to operation- and maintenance-related queries regarding installed products and systems delivered by Siemens during normal working hours.</td>
</tr>
<tr>
<td>Troubleshooting service</td>
<td>Fault analysis and management of the troubleshooting process during normal working hours in case of faults and failures related to the products and systems delivered by Siemens.</td>
</tr>
<tr>
<td>24/7 troubleshooting service</td>
<td>Fault analysis and management of the troubleshooting process even outside normal working hours in case of faults and failures related to the products and systems delivered by Siemens, especially for failures which seriously impair system availability, 24 hours a day and 365 days a year.</td>
</tr>
<tr>
<td>Software update service</td>
<td>Provision of software updates prior to the next release upgrade. As a result, minor software enhancements, software performance improvements or bug fixes can be implemented easily.</td>
</tr>
</tbody>
</table>
The possibility to be remotely connected to our customers’ products and systems is an important precondition for our service engineers to provide efficient remote support. It is the basis for quick problem analysis, remote fixing of technical incidents and effective support of service engineers in the field. Additionally, your operations and maintenance personnel are able to get a secure remote access to your equipment as well.

The secure way

All remote access connections are established via Siemens’ common Remote Service Platform (cRSP). The platform is certified by various public bodies (TÜV, CERT) and enables Siemens to comply with international information security standards.

For several years now Siemens has been leveraging the common Remote Service Platform in order to perform remote services for security-critical systems from various industries, e.g. power stations, healthcare equipment, industrial plants, etc.

Our service – your benefits:

■ Faster reaction times and problem solving
■ Faster installation of software updates
■ Increased system availability and reliability
■ Fewer but more effective on-site service visits
■ Early detection of deviations before a problem occurs
■ Full control and transparency of all remote activities
■ High data security (ISO/IEC 27001:2000 certified)

Customer references:

■ 250,000 connected systems
■ 19,000 registered users
■ 11 TB transferred data/month
■ 20 million connections/month
■ 210 connected traffic computer systems

---

Use cases

Reactive Services:

■ Fast response via a remote helpdesk
■ Support effective clarification and fault diagnostics to improve first time fix rate and the dispatch of service technicians
■ Rectify problems or issues remotely in order to minimize repair time and unscheduled downtime
■ Better utilization of specialists through remote collaboration

Proactive Services:

■ Minimize unplanned downtime through remote monitoring of boundary conditions of key parameters and events
■ Avoid malperformance, upcoming faults and successive damage through online condition monitoring
■ Keep equipment software up-to-date with remote software updates
■ Protect equipment software from malicious attacks by the means of remote security services

Operation Support:

■ Increase efficiency of ramp-up services and upgrades by providing expert support remotely
■ Enable remote operations, e.g. during night shifts, weekends or holidays
Siemens’ cRSP – Multiple security features

Security features at a glance

**Reliable user authentication and authorization**
- Customer personnel
- Siemens service personnel
- Authorized service partners

**Access control**
- Customer can control every single remote login

**Remote access logging**
- Recording of each remote access session (user, location, activity, system)

**Reverse Proxy functionality**
- No direct link up between customer network and Siemens Intranet

**cRSP-platform**
- Geographically distributed (Fürth, Singapore, Malvern)
- Based on Linux Servers
- Located in demilitarized Zone „DMZ“

**Secure transmission route**
- IPSec secured Virtual Private Network (VPN) connection between customer network and cRSP
- Various protocols supported, i.e. https, http, remote desktop, NetOP, etc.

Common Remote Service Platform (cRSP)

![Diagram](image-url)

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

Order No. A19100-V350-8182-X-7600 | Printed in Germany
CC 2051.25 | © 03.2014 Siemens AG

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.

www.siemens.com/mobility-services