SIEMENS
Ingenuity for life

Digital Services

Maintaining your competitive advantage through digitalization and smart buildings.

usa.siemens.com/digitalservices

Siemens comprehensive Digital Services portfolio

Today you are faced with many challenges, like manpower shortages, overly reactive and rarely proactive workflows, aging infrastructure and equipment, excessive hot/cold calls, and more. Adding to your challenges is the proliferation of data – you have more of it than you know what to do with.

Digital Services from Siemens can help. Data and analytics enhance our outcomes-based service approach, Proven Outcomes. Our experts help you make sense of all that data while using it to address challenges and meet goals.

By using data to focus activities on the highest priorities, we help you optimize workflow and enhance staff productivity. It is our unique combination of people, process and technology, built on a foundation of more than a century of managing building performance, that enable us to deliver our comprehensive portfolio of digital services.

Digital Services Resources

Digital Services Center (DSC)
The DSC brings together experts across disciplines – including energy engineers, controls technicians, software development, data analytics, digital project managers and technology/strategy consultants – in a centralized operations center unique to Siemens.

Central Monitoring Station (CMS)
The CMS provides continuous monitored and managed access control, video services, and traditional fire/security alarm monitoring services.

Customer Service Center (CSC)
The Siemens CSC provides critical monitoring services to ensure safety, uptime, and compliance with 24/7 building automation monitoring and after-hours support from Siemens offices.

Remote Support Specialists
Siemens Remote Service Specialists leverage their industry expertise and the latest digital tools to enable more predictive and prescriptive servicing and quicker resolution via remote applications.

Local Siemens Branch Network
Local Siemens branches ensure your service program continues to meet its goals. Service specialists, armed with system and fault data, arrive better prepared for both routine service and repairs.

Advisory & Performance Services
Siemens Digital Services are part of our comprehensive portfolio of Advisory & Performance Services. Combining a value-based approach with more than 100 services addressing every facet of your building, you can count on Siemens as your single source for reliable service that meets your specific facility objectives and business goals.

Remote Services

Our team of Remote Service Specialists transforms your business by leveraging digital tools to run proactive services and complete fixes remotely. This results in faster problem resolution in addition to overall energy, operations and maintenance savings.

Offerings:

Automation Health Report
Regular assessments of your BAS including a panel summary, general alarms and a summary of failed devices and points.

Controller Analysis Program Plus (CAP+)
Provides a complete analysis of equipment controllers for Siemens on-site service personnel.

Control Loop Tuning and Reporting
At agreed upon intervals, we check calibration values on controllers and adjust them as necessary to ensure optimal performance. On systems using adaptive control, we will verify the proper operation.

Online Data Backup and Protection Services
Back-up includes graphics, reports, configurations, user information, and databases; stored either on-site or off-site.

Managed Access Control
Siemens manages the access control application software for your access control system via a secure communication link with the cloud-based software platform.

Managed Video Surveillance
Siemens manages the video surveillance application software for your video system via a secure communication link with the cloud-based software platform.

Remote Resolution Services
Siemens specialists remotely correct issues at your facilities, resulting in the need for fewer on-site visits, for quicker resolution and improved productivity.

Monitoring Services

We continuously translate a building's data into actionable information and deliver real-time insight into building performance. Aligned with the customer, we prioritize, plan, and take the appropriate action when needed.

Offerings:

System Performance Monitoring (SPM)
Siemens monitors and reports on defined system parameters and events related to system availability and performance, expanding the scope of continuous monitoring.

System Performance Monitoring with Event Management
Siemens monitors in real-time and reports on system incidents and agreed-to activities and SLA fulfillment. We trigger appropriate actions, including remote actions, and implement and supervise lifecycle countermeasures.

Alarm Management Services – Fire
Siemens monitors, receives and responds to fire and life safety alarms via a secure IP or telecommunications link via our UL® listed and Five Diamond CSAA-certified central monitoring station.

Alarm Management Services – Security
The Siemens Central Monitoring Station (CMS) monitors and executes an action plan for alarms generated by the Intrusion Detection system, Panic/Duress Detection, Access Control, or Video systems, via a dedicated IP or shared telecommunication link, 24/7.

Video Monitoring Services
Via a dedicated communications link, Siemens CMS team monitors specific events and alarms generated by your video surveillance system and performs electronic "site walks" typically conducted by your guard staff.

Analytic Services

Analytic Services pairs our comprehensive team of building experts with the Navigator cloud-based analytics platform, enabling predictive services, automated root cause analysis, and automated actions to help achieve energy, sustainability and system performance targets.

Offerings:

CloudFIMs
CloudFIMS focuses on creating energy efficiencies in your facilities by leveraging FDD rules, performance data and trends from the BAS to identify Facility Improvement Measures (FIMs) and remotely implement corrections to maintain an efficient and optimized environment.

CloudOps
CloudOps is a systematic, non-intrusive approach to test, verify, optimize and maintain system performance through the implementation of data driven analytics coupled with onsite scheduled maintenance. Through this end-to-end approach critical equipment and spaces are identified; key performance indicators are established; baseline performance operations and maintenance inspections are executed; and ongoing maintenance and corrective actions are performed based upon both scheduled and rules-based events.

Specific CloudOps packages are available for automation systems, mechanical equipment, and laboratory and critical environment equipment.

Energy and Performance Dashboards
Our cloud-based Energy and Performance Dashboards provide live monitoring, automated analysis and advanced reporting of historical infrastructure performance data, using state of the art IoT connectivity and analytics. Energy and Performance Dashboards are tailored to your specific needs offering dashboards for many environments such as Data Centers, Laboratories and more.

Virtual Facility Management Services

Siemens Virtual Facility Management (VFM) Services uses the data gathered from digital services to create a holistic view of your building and streamline workflow processes. Our remote specialists use this consolidated view of your systems' history and performance to diagnose issues, prioritize activities and eliminate duplication of efforts. Through VFM, Siemens experts become a work force multiplier for your own team – helping you optimize work orders and streamline workflow processes and respond to issues more quickly.