

A man with dark curly hair and glasses, wearing a blue shirt, is looking intently at a Siemens electrical cabinet. The cabinet is open, revealing internal components. Digital overlays, including binary code (0s and 1s) and a glowing yellow circular graphic, are superimposed on the scene. The man's hand is near the cabinet, and a laptop is visible in the foreground. The background is a brick wall with various pipes and conduits.

SIEMENS

Ingenuity for life

Expert service, now digitally enhanced

The future of preventive and corrective maintenance services has arrived.

Fast, convenient and always on. Digital technology is changing the dynamics of service. At Siemens, we've combined ingenuity with innovation to enhance our industry-leading portfolio. We're meeting more of your needs and providing new levels of support you may not have even imagined. Welcome to the new era of digitally enhanced maintenance services from Siemens Building Technologies.

Digitally enhanced maintenance services offer responsiveness, insights and transparency – and put you, our customer, front and center. The Siemens-engineered digital infrastructure is the power of data analytics, remote action and access to global experts at your fingertips. It builds upon our proven field network and your local Siemens team to create a new, unparalleled level of service.

[siemens.com/bt/services](https://www.siemens.com/bt/services)

Add speed, convenience and transparency to your service

Digitalization is empowering more organizations every day and becoming an indispensable platform for meeting critical facility and business goals. Our digitally enhanced maintenance services complement the personalized service you will continue to receive from your local Siemens office and add to the value of your service experience.

Digitally enhanced maintenance services strengthen your existing service program by leveraging connectivity, data and the power of our global network of experts. It's easy to implement, convenient to use and highly secure.

Make data work for you

Digitally enhanced maintenance services harness your building data and turn it into insight and action that drives building performance. Data is collected from your equipment through a secure transfer. It's compiled, monitored and analyzed to generate insights and value – improving your operations and your overall maintenance program.

Get connected and get more

A digital program enables a higher level of service for you and the people who rely on your building's performance. You can place support calls and make additional requests on our Service Portal – from anywhere, day or night. Connectivity ensures you get the responsiveness you need: our experts can begin diagnosing and solving issues sooner, so maintenance issues are resolved faster.

Smart and secure

Digitally enhanced maintenance services add intelligence to your service program. Our Service Portal provides transparency on your service contract at all times. It allows you and your team to stay on top of your support tickets and their progress.

You can access experts at our Advanced Service Centers who monitor and analyze systems and can apply fixes remotely.

When technicians visit your site, they'll be armed with data and the right tools to address issues immediately.

Security is our priority. Data is transferred using a powerful and secure VPN tunnel, employing firewalls and the latest authentication, authorization and encryption technologies. Customers in the most regulated markets trust us to provide secure, easy-to-use remote applications.

Next generation service

Expect more with digitally enhanced maintenance services. From better monitoring and diagnostics, to online scheduling, remote tuning, updates and backups, we're adding functionality to simplify your operations and produce a greater return on your service investment. It's a new world for service that promises – and delivers – more each day.

Siemens Switzerland Ltd
Building Technologies Division
International Headquarters
Gubelstrasse 22
6301 Zug
Switzerland
Tel +41 41 724 24 24

© Siemens Switzerland Ltd, 2016
BT_0115_EN

Subject to changes and errors. The information given in this document only contains general descriptions and/or performance features which may not always specifically reflect those described, or which may undergo modification in the course of further development of the products. The requested performance features are binding only when they are expressly agreed upon in the concluded contract.

Digitally enhanced maintenance services put more within reach:

- Faster problem resolution
- 24/7/365 responsiveness
- Proven on-site support
- Access to global network of experts
- Secure connectivity
- Transparency of service
- Enhanced service operations
- Improved system uptime

