

Siemens 360 Service Support

An Intelligent Approach to Intelligent Traffic Systems Support

Traffic management software systems are getting more complex, requiring higher levels of IT proficiency and larger capital investments. Cities and municipalities are under increasing pressure to improve customer satisfaction while maintaining their current infrastructure under decreasing budgets.

Siemens offers a portfolio of software and software support packages to assist cities and municipalities in maintaining and enhancing their existing traffic management systems. Our portfolio of software and software support packages minimizes system downtime while maximizing ROI.

One in six cities owns a Siemens advanced transportation management system. We want our customers to have a suite of solutions and upgrade possibilities to meet their budgets and needs.

With this thought process in mind, and with quickly developing, rapidly innovative software, Siemens understands the costly process of keeping your traffic system software up to date. As such, Siemens created

the Siemens 360 Service Support Package.

The Siemens 360 Service Support Package is a comprehensive program that includes all controller software maintenance updates and feature upgrades, as well as all TACTICS Central System maintenance updates and feature upgrades. This assures our customers of having the most current features as they become available.

The Siemens 360 Service Support Package eliminates out-of-budget costs of software upgrades which were incurred in the past. Also, the Siemens 360 Service Support Package guarantees the compatibility of controller software and TACTICS software by providing the latest software upon release.

This low cost, annual support package allows customers to pro-actively budget without any surprise upgrade costs.

Siemens 360 customers get more value:

- All SEPAC updates and upgrades as they become available (typically

4 quarterly maintenance releases per year and 1 feature release per year)

- All TACTICS updates and upgrades as they become available (typically 4 quarterly maintenance releases per year and 1 feature release per year)
- Assurance that your SEPAC and TACTICS software will be compatible

Purchasing the Siemens 360 Service Support Package means that you care about the quality and longevity of your traffic solutions. It means that you want your traffic infrastructure to operate at its most optimal level; not only in the sense of continuous software compatibility, but in that your traffic systems will operate with Siemens newest SEPAC and TACTICS software features upon release, which will pave the way toward optimal traffic flow and happier commuters.

The primary benefit of the Siemens 360 Service Support Package is the cost, which is annually predictable and less than purchasing a new software upgrade without the Siemens 360 Service Support Package.

As a Siemens 360 Service Support Package customer, you will have priority access to the Siemens ITS Support Team if you have a question or issue with Siemens software. Simply call 1 (800) 420-2070 or email stssupport.mobility@siemens.com for assistance.

The Siemens 360 Service Support Package includes maintenance releases for software, telephone support and email support directly

from our Siemens ITS Support Team in Austin, TX, as well as remote support, which requires a common Remote Service Platform (cRSP). Software updates and upgrades are included in the package and are done via CD provided by Siemens. In support of your staff, training for SEPAC and TACTICS are offered through product webinars, which are offered up to twice per year. Last, but not least, the Siemens 360 Service Support Package includes a discounted cost per number of intersections needed for your operation.

The Siemens 360 Service Support Package guarantees updates and upgrades to TACTICS and SEPAC for as long as

the customer is on the service contract. This means the software updates and upgrades that customers receive are always full-featured, functioning central systems.

In the future, specific modules with added functionality may be charged separately. For example, to purchase Quick Response or the SCOOT interface module, there is a separate optional module fee.

The TACTICS roadmap includes development of performance measures and controller-based adaptive, which are characterized as optional modules.

Siemens 360 Service Support Package		Warranty (included for 1 year only)	Siemens 360 (charged on annual basis)
Corrective and Preventative Maintenance	Maintenance Releases (bug fixes)	✓	✓
	Telephone Support	✓	✓
	Email Support	✓	✓
	Remote Support*		✓
Software Updates	Self Installation by CD		✓
Software Upgrades	Self installation by CD		✓
Training for SEPAC or TACTICS	Product Webinars (1-2 offered per year)		✓

* Remote Support requires common Remote Service Platform (cRSP).

Siemens Industry, Inc.
9225 Bee Cave Road
Building B, Suite 101
Austin, TX 78733

1.512.837.8300

Subject to change without prior notice
Printed in USA
© 2017 Siemens Industry, Inc.

The technical data presented in this document is based on an actual case or on as-designed parameters, and therefore should not be relied upon for any specific application and does not constitute a performance guarantee for any projects. Actual results are dependent on variable conditions. Accordingly, Siemens does not make representations, warranties, or assurances as to the accuracy, currency or completeness of the content contained herein. If requested, we will provide specific technical data or specifications with respect to any customer's particular applications. Our company is constantly involved in engineering and development. For that reason, we reserve the right to modify, at any time, the technology and product specifications contained herein.