Why you need service now more than ever
Key Takeaways

- Service in your daily life, it’s everyone's department
- These are not your grandparents' systems
- Today's matrixed systems need cross-functional expertise to keep them running in optimal condition
- Inadequate service = Potential legal action = $$$s
- The bottom line on service
“A tornado has touched down creating a swath of destruction, a chemical explosion is spewing toxic fumes, wildfires are burning out of control, terrorists have attacked a major public transportation system, a hurricane is ravaging the coastline, buildings are collapsing, ships are sinking.”

– Vanderbilt Magazine, October 31, 2008
Lessons learned

1. Risk factors work together to generate an event with disastrous consequences.

2. Communication failure is a risk factor in every disaster, accident, intentional act or natural disaster.

3. Never underestimate planning and preparedness.
Service in your daily life

Believe in the **5 P’s**

Prior planning prevents poor performance.
These are not your grandparents’ systems
Today's matrixed systems need cross functional expertise to keep them running in optimal condition

Traditional
- Fire alarm systems with bells, speakers and tones

Net-Centric
- Fire alarm systems with 1-way audio (live paging) or 2-way audio (telephony), IP phones, paging systems, digital displays, PA systems

Web-based
- Cloud-based mass notification software and services, desktop notification

Intelligent Notification
- Next Generation
- Integrated mass notification and emergency response management, standardized, advanced and integrated systems
- Personal and customized emergency notification, video-based broadcast network, coordinated building systems network
Inadequate service = Potential legal action = $$s

- OSHA – Occupational Safety and Health Administration (Manufacturing, Industrial)
  29cfr1910.165: Employee Alarm Systems
- Unified Facilities Criteria (Department of Defense Facilities)
  required mass notification for buildings and site
- Higher Education Opportunity Act and Jeanne Clery Act (Higher Ed. Campuses)
  immediate notification to the campus community of significant emergencies
- The Joint Commission Emergency Management Standard (Hospitals)
  processes and systems in place to communicate during emergencies
- IBC and IFC (Building Code Requirements)
  will require Emergency Voice Systems in ALL educational occupancies with 30+ students
- National Fire Protection Association 72 (General Standards of ECS/MNS)
  covers the application, installation, location, performance, testing, and maintenance
- Underwriters Laboratories Standard 2572
  covers the application, installation, location, performance, testing, and maintenance
The bottom line on service?
The cost of poor service is customers.

We offer three kinds of service:

GOOD – CHEAP – FAST

You can pick any two

GOOD service CHEAP won’t be FAST
GOOD service FAST won’t be CHEAP
FAST service CHEAP won’t be GOOD
Questions?
Contact

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Answers for industry.