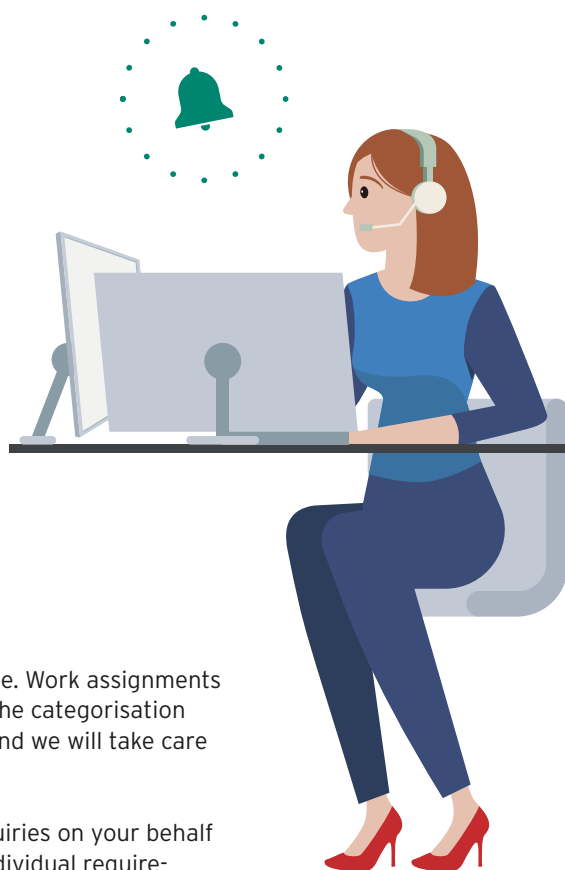


**We see what
you don't see,
and this is
an individual
solution for
your needs.**

PROFESSIONAL SUPPORT AROUND THE CLOCK

CERTAS support line lets you serve internal and external locations safely, reliably and quickly. Whether as a customer hotline or triage for internal enquiries, our trained staff can adapt to your individual needs. We process calls and emails and operate third-party systems on your behalf. We can find a solution for every challenge.

Thanks to CERTAS support line, you can make life easier for your employees – and not just when things are hectic. We ensure that communication and the availability of your company are never interrupted – 365 days a year. We answer incoming calls and emails on your behalf in four languages – for professional support with high service quality.



YOUR ADVANTAGES



Reduce your personnel resources with CERTAS support line. Work assignments and interventions by your staff can be reduced thanks to the categorisation and triage by Certas. Concentrate on your core business and we will take care of your support.



Our trained, skilled and friendly staff will deal with all enquiries on your behalf immediately and process them in accordance with your individual requirements. Benefit from our wide range of services and many years of experience in customer support. With a partnership with Certas, you can optimise your services for your customers.

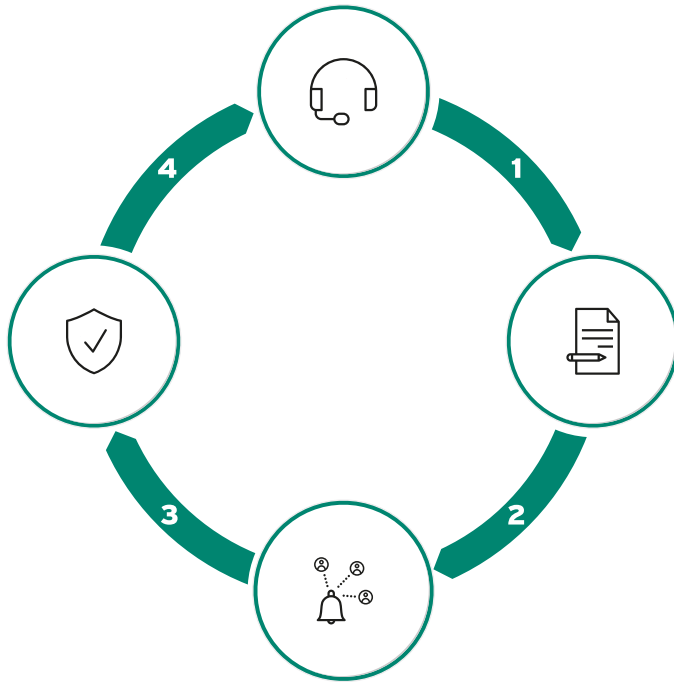


With CERTAS support line, your company is available 24/7. Our infrastructure is in place and we are there for you. Do you need our assistance only at night? For emergencies or just for a few hours? We adapt our services to your needs.



If the enquiry requires remote access to a third-party system or the deployment of a third party (e.g. a technician, facility manager or even a company paramedic), we will ensure that they are contacted and take care of the case.

HOW DOES CERTAS SUPPORT LINE WORK?



1. Multi-channel contact

Our trained employees answer your customers concerns around the clock by email or telephone. They greet the person on your behalf and provide expert assistance. We set up your own email address and telephone number for this purpose.

2. Categorisation of concerns

Depending on the issue and urgency, we prioritise requests into various categories, according to your needs:

- Emergencies
- Administrative calls
- Malfunctions in technical equipment, machinery and installations
- Services for software companies

We absorb your additional volumes so you can cope with your peak load.

3. Triggering suitable measures

We process enquiries directly, forward the relevant information to external third parties (second-level support, facility manager, technician) initiate an intervention or operate third-party systems.

4. Follow up

Every case is tracked and closed by us. The third party on site can report and confirm the work carried out to us. On request, as a customer, you receive a report on the deployment by email once the case has been completed.

You can find many more benefits and information at www.certas.ch



Don't worry. Live safely.

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As a subsidiary of Siemens Schweiz AG and the Securitas Group, Certas is Switzerland's leading company in the areas of receiving and handling incidents and information from security and building control systems, as well as from places where people want to feel safe. Backed by a strong commitment to provide responsible and reliable services, Certas is combining its experience of more than 25 years with state-of-the-art technology.



Our certifications: EN 50518 (1-3)
ISO 9001, 14001, 45001



From break-ins and fires to personal assistance and technical problems – our alarm monitoring centre has everything you care about and value under control 24 hours, 7 days a week. Better safe than sorry:

www.certas.ch