



Digital Services

Customer Services for Offshore Grid Access & Balance of Plant

Introduction

Siemens offers digital tools for the fastest remote service.

Leave the digital operation and conversion of your wind farm to our experienced engineers, who already have practical knowledge in implementing digital services.

Equipped with the latest technology and staffed with highly qualified personnel, our Operation Control Center (OCC) is tailor-made for the monitoring and fault clearance of offshore wind farms.

Features

We offer a wide range of digital solutions for your offshore assets. Our Service experts manage and operate the electrical and mechanical systems of your wind farms and grid access platforms.

Benefits

- High availability of your assets due to 24/7 control and monitoring
- Remote operations and fault clearance activities can replace and shorten offshore working hours
- Fast response in case of emergencies

- Less coordination tasks through a single point of contact for all requests and emergencies
- Transparent and comprehensive documentation with professional tools
- Comprehensive cyber risk protection

Scope of work/ deliverable

The Siemens Centralized Maintenance Management System (CMMS) solution WebBFS can document all offshore operation steps, the condition of your assets and the delivery of materials and consumables.

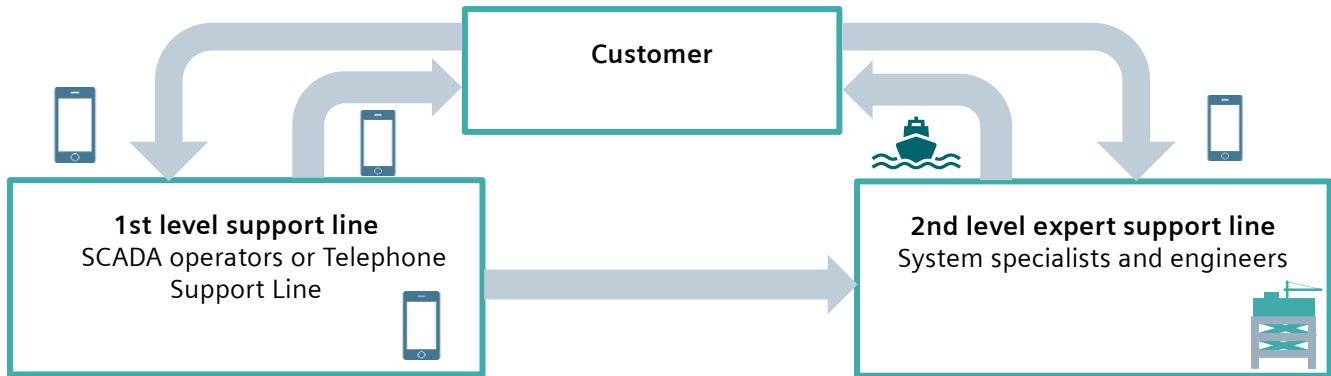
WebBFS consists of the following modules with respective functions:

- Employee module with personal data, qualifications, company information (e.g. sub-contractors), links to respective service campaigns, with an overview of fault causes and identifying features
- Evaluation tools with message boxes, list of open points (LOPs), reports and export functions for plant items, work plans, asset register and data, stock items
- Planned maintenance module with fault notifications, work plans, work order and diagnostic reports
- Permit-to-Work (PTW) module accompanying the whole approval process
- Shift management module for effective planning
- Spare part management module with a log of spare part locations, conditions and details



Digital Service for offshore grid access

Full wind farm operation, incl. HV switching, provided by our Operation Control Center



Operation control and switching via OCC

The 24/7 Operation Control Center in Hamburg monitors and operates your offshore assets.

Our experts can perform switching operations on offshore platforms and wind turbines.

- Recording of all incoming notifications
- HV switching operations
- Remote failure clearance
- Incident management
- Integration of wind turbines and offshore platform SCADA
- Identification of risks and faults via remote diagnosis
- Fast root-cause analysis with our in-house experts
- Providing instructions for remotely identified problems.

- Providing remote repair of the identified problem
- 24/7 first level online support from service technicians
- 24/7 second level online support from service experts

Cyber Security

To ensure that the IT infrastructure of your offshore wind farm is protected, we can provide the following services:

- System protection and upgrades
- Security patch management and notification service
- Identification of cyber risk through our IT security team
- Penetration test of your assets

- Security audit, hardening checklists and policies
- Software inventory assessment NERC-CIP and ISO/IEC 27001 technical requirements check
- Incident response
- Cybercrime hotline
- Cybersecurity consulting and training

Get in touch with us!

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The information in this document contains general descriptions of the technical options available, which may not apply in all cases.



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