



**SIEMENS**

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## Managed System Services

One contact for all Siemens Support

It is not easy to have all of the skills in house that are necessary to keep critical systems operating. In the face of growing complexity and a need to ensure that automation and drive technology work together smoothly, many companies are looking for partnerships outside the company to share the responsibilities of service and support they previously handled themselves.

### **Dedicated support from a centralized contact**

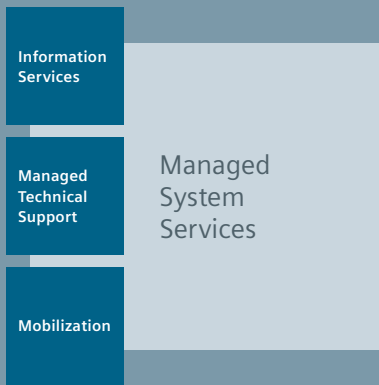
Managed System Services offer bundled support activities via a Siemens central point of contact. A dedicated Support Manager collects, evaluates, coordinates and prioritizes all necessary service activities on the basis of the complete system in use.

The Support Manager is familiar with your plant, knows the maintenance processes and the installed base, and carries out all the support activities necessary to keep your system running optimally. With one central contact person responsible for all of your service issues, you gain faster processing, simplified support request coordination and greater transparency into the status of system operation and the true cost of maintenance. You also have the availability of a world-wide network of Siemens experts ready to fill skill gaps and take on the responsibilities that detract from or otherwise compete for your resources time. You will be able to free up staff so they can focus on your core competencies that lead to greater innovation and competitiveness.

Managed System Services are well-suited for end users in the manufacturing and process industries, as well as OEMs and system integrators.

### **Benefits of choosing Managed System Services:**

- Central coordination and faster processing of all required service and support activities
- Access to experts that allow in-house resources to focus on your core competencies
- Transparency into service history for a higher "first-time fix rate"
- Proactive management to avoid costly emergency services and unplanned downtime
- Up-to-date information on deliverability and serviceability through product lifecycle and spare parts
- Keep informed about new successor products and optimization potential



The core of this portfolio element consists of a comprehensive system inventory, the centralized coordination of all service activities by a Support Manager and regular reports.

### Mobilization

A set-up is performed in the Mobilization module to obtain precise knowledge of

- The products and systems in use and their lifecycle status
- The current service organization of the customer and of affected partner companies
- Existing maintenance processes and plant documentation

After the completion of this module, you obtain on service execution, communication and IT access and an initial Lifecycle Status Report.

Inventory

Access

Report

### Managed Technical Support

A central Support Manager prioritizes and coordinates all required service and support activities.

He also ensures the efficient exchange of information between the participating partners.

Thanks to the close coordination and overarching role of the Support Manager, he can apply the experience already gathered and existing solutions to process complex requests.

Support Manager

Communications

Know-how

### Information Services – Reports

From the initial system inventory to the final report, this module delivers Status Reports throughout the term of the contract.

- A Lifecycle Report Basic on the status and availability of the products and systems in use is delivered at the beginning of the contract term.
- During the contract term, a quarterly Status Report documents the service history and still unresolved requests.
- A Lifecycle Report Comprehensive containing individualized service recommendations is delivered at the end of the contract term.

Lifecycle Reports

### Information Services – Online Information System

This module provides exclusive access to the Online Information System containing all contract-relevant contents, including but not limited to the following information:

- A "Company View" of all support requests
- Extranet with
  - service-relevant system information
  - multimedia contents, e.g. webinars
  - service tools downloads
  - specialized information about service products

Online Information

Managed System Services can be as easily ordered, just like any other standard product. The minimum contract duration is for one year and there are three versions available - Managed Support Services 5, 20 or 50. The version that's right for you will depend on the number of PLCs and HMI systems in your plant and therefore the support effort required.

**To get started or to learn more about how Managed System Services can help your plant and resources, contact us at 800.33.7421.**

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