Services for traffic control and traffic management

Always one step ahead
Siemens is one of the world’s most successful providers of technical traffic infrastructure. In fact, when it comes to providing traffic engineering solutions and the related services, we are number one. And there’s a good reason for this. In all areas of our activity, we go the extra mile, helping our customers find traffic solutions that are both technically outstanding and cost-efficient. That means you are always on the safe side. And so are the road users in your city.

**Always one step ahead**
Siemens’ performance always goes beyond what is usual in the market. Whether it is the TÜV-certified training services (unique in the market), spare parts delivery at record speed, an express repair service using special motorcycles, zero-cost financing or the involvement in operating companies, we offer a wide range of intelligent services that help you stay one step ahead. For the benefit of your community and the people using the road network you are responsible for.

**Our service points are always close by**
Siemens has a network of service locations that covers the world. There is nowhere in Germany that is over 50 km away from one of our bases. Siemens has a worldwide presence, with offices in more than 190 countries. No matter where your traffic equipment is installed, we can be there in no time. And in many cases we supply spare parts within 24 hours.

**Module for module, the best possible service**
Our customized service and maintenance solutions mean that we can provide exactly the right solution to fit the customer’s needs. Local authorities with their own professional services team may only need to be reassured that in an emergency, all required spare parts will arrive within a defined time frame. Others need us to provide technical support as well, while some customers want to delegate the entire responsibility for their traffic equipment, expecting guaranteed availability of the system 24 hours a day, 365 days a year. Using Siemens modular contracts, you can be sure that service and support are available in precisely the way that you need them.
When it comes to providing technical infrastructure for road transport, traffic safety and hence reliability is paramount. As one of the world’s leading suppliers, with almost 90 years of experience – the first traffic lights in the world were installed by Siemens in Berlin in 1924 – we know better than anyone else that reliability requires a strong service infrastructure. And the services provided by this infrastructure should not just be limited to the repair!

That’s why at Siemens we have developed a unique portfolio of services to support our customers in all aspects of their traffic infrastructure – from the supply of spare parts to financing schemes that pay for themselves. And if you have any special requirements, just tell your local Siemens representative. We are confident that we will find a solution that matches your individual needs!
Our portfolio of services for road transport

Operator models
- Maintenance operations
- Complete traffic information and/or traffic management
- Application Service Providing (ASP)
- Public Private Partnership (PPP) companies

Financing models
- Energy-saving contracting

Planning and consultancy
- Inventory management
- Feasibility studies
- Traffic optimization (quality analysis and checks)
- Process optimization for existing service or maintenance or logistics processes

Training
- Training in our own training centers
- Internet-based training
- On-site training

Maintenance
- Repair
- Inspection
- Preventive maintenance
- Remote services
- 24/7 availability
- Service and maintenance contracts

Spare parts supply
- Worldwide spare parts delivery within 24 h
- Spare parts repairs
- Logistic concepts for spare parts
Maximum safety for both road users and technical equipment. And maximum relief for your budget
Operational reliability increases significantly if maintenance, spare parts logistics and staff training are perfectly matched. The optimum integration of these “three pillars of system safety” is a matter of course for us, making it easy for our customers to improve safety still further. Not only that, in all areas of activity we go that extra mile, and faster than could and would normally be expected. This creates a level of added value the benefits of which are increasingly appreciated by local authorities and the public sector.

Carrying out safety checks at defined time intervals is an intelligent precaution that prevents costly breakdowns. We will provide you with exactly the right tailor-made service package.

In an emergency, our Customer Support Center moves into action
In addition to our local technicians, we have built up rapid reaction teams at our technology locations, e.g. in Germany, the UK and the USA, so that we can provide immediate specialist help in an emergency. Our highly qualified and experienced traffic experts use the remote capabilities implemented in our systems and are always available to both Siemens technicians and our customers. From their own experience, they know the problems that can occur in the field and move between external and internal customer service roles on an alternating basis. No matter how or where your problem crops up, both you and your staff will be given immediate, highly professional assistance.
Remote Services: “Let your fingers do the walking”
Rather than having our technicians travel, we have made sure that in many cases it is only the data that has to do the traveling: The only walking is done by the experts’ fingers on a keyboard, using the Siemens remote platform, through which our service technicians can directly access the customer’s system via a remote data connection. Instead of time-consuming travel to examine the faulty device on site, or to carry out regular checks, it is now possible to look inside the faulty system and carry out diagnostic work using nothing more than a computer in the office. Often our staff can fix the problem immediately. It is no longer relevant where in the world the system or device is located. Naturally, we have designed this global platform to extremely high, externally certified security standards. Both the customer’s network and our own have the highest level of protection.

Spare parts delivered at short notice
New LED sensors for traffic lights have been damaged by an accident in Bogotá? A replacement part for a failed control module in the tunnel control system is urgently needed in Hong Kong? From receipt of order, it takes our logistics center (World Distribution Center) just 30 minutes to get components ready for shipment.

Our closeness to Frankfurt airport is a real advantage here. The customer is usually unpacking the replacement parts at the destination the following day. In such cases Siemens uses one of the world’s most innovative logistics concepts for the supply of spare parts.

Unique: our TÜV-certified training courses
At our training courses, you’ll usually meet only full-time professionals – maintenance and service technicians, traffic engineers, planners – both from our customers and from Siemens. More and more of our customers are giving their traffic specialists the opportunity to exchange experiences with colleagues from other cities and with Siemens specialists working in development and engineering. Our workshop-style training sessions combine solid knowledge with practical tasks, which makes them especially profitable both for the participants and their employers. There is a comprehensive range of about 40 different courses available, from an introduction to traffic engineering to self-maintenance courses for individual systems. Incidentally, Siemens ensures that all traffic engineering training courses are regularly certified by external experts (TÜV)! 
A local authority’s scope of action is becoming increasingly restricted. A major reason for this is that there is so much to be done, but the budgets are in no way big enough. As a major infrastructure provider, we understand the situation well, and approach it in an intelligent way, with innovative financing, maintenance and planning services that take the pressure off the budget while reliably ensuring that the transport equipment functions as well as it possibly can.

New financing models take the pressure off the budget
Modernization and expansion projects or complete new installations no longer need to be financed in the conventional manner. Today, energy savings contracts, hire purchase or leasing models, for instance, are often a much more budget-friendly option for financing this type of investment. An example is the modernization of traffic signal systems, where new signal heads feature LED technology that consumes much less energy than the incandescent bulbs used in older systems. The resulting savings are so high that an “energy-saving contract” is enough to pay for the financing of the retrofit project. The investment costs are simply paid out of the savings achieved, so that there is no longer any need for a modernization budget.

From financing to operator schemes, we help expand the local authorities’ scope of action again
Public Private Partnership models bring together expertise

Public Private Partnerships (PPP) are becoming increasingly important when it comes to major infrastructure projects. Here, the operation of a project is taken on by a company that brings together expertise, personnel and capital from both Siemens and the local authority or the public sector in general. Such projects may cover a toll tunnel, a traffic management center, a traffic information system similar to “BayernInfo” in Bavaria, a city’s entire streetlighting etc.

Renting functionality instead of buying a traffic control center

A new way of using the latest infrastructure without having to buy it is via an “Application Service Providing” contract (ASP). This means your city can use the functionality of an advanced traffic control and/or management system without having to invest in hardware or software.

The central system itself is maintained by Siemens, whose experts also take care of reliable access and availability. So public authorities can rely on an extremely dependable system with high availability and always use the latest hardware and software, all at a reasonable price and without having to invest in capital-intensive assets or regular upgrades.

Streetlighting is a shining example of savings

When streetlighting is getting older, it becomes really expensive, both in operational terms (because of the high energy consumption) and in terms of maintenance costs. With intelligent upgrade and renewal projects we can help local authorities upgrade their systems to energy-efficient and highly reliable lighting in a cost-effective manner. On request, we will look after the maintenance, the testing, the replacement of lamps, provide an emergency service, the implementation of a light management system or even take over the system’s operation.

The retrofit of traffic signals with energy-saving LED technology is increasingly being financed through energy-saving contracts. The investment is financed entirely from the savings achieved.

When streetlighting becomes older, the costs start to rise rapidly. Siemens is able to provide cost-effective operation of traffic signals and streetlighting.

The traffic management center in Berlin is the most modern in Europe. We built it and took over responsibility for running it in an operating company.
The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases. The required features should therefore be specified in each individual case at the time of closing the contract.