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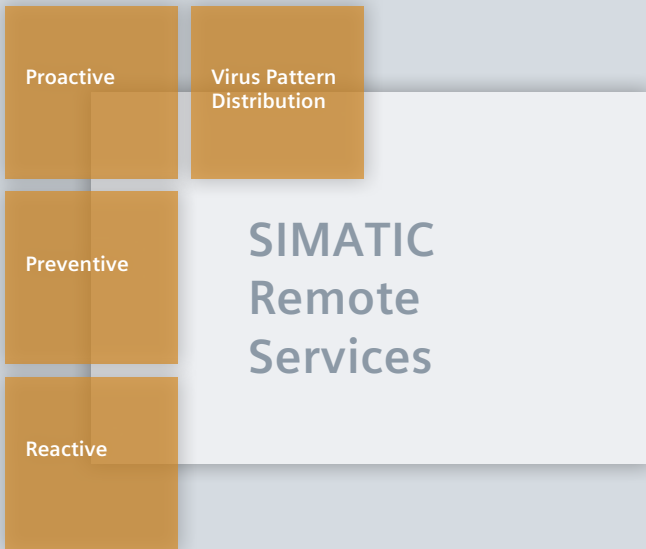


Industry Services

# SIMATIC Remote Services

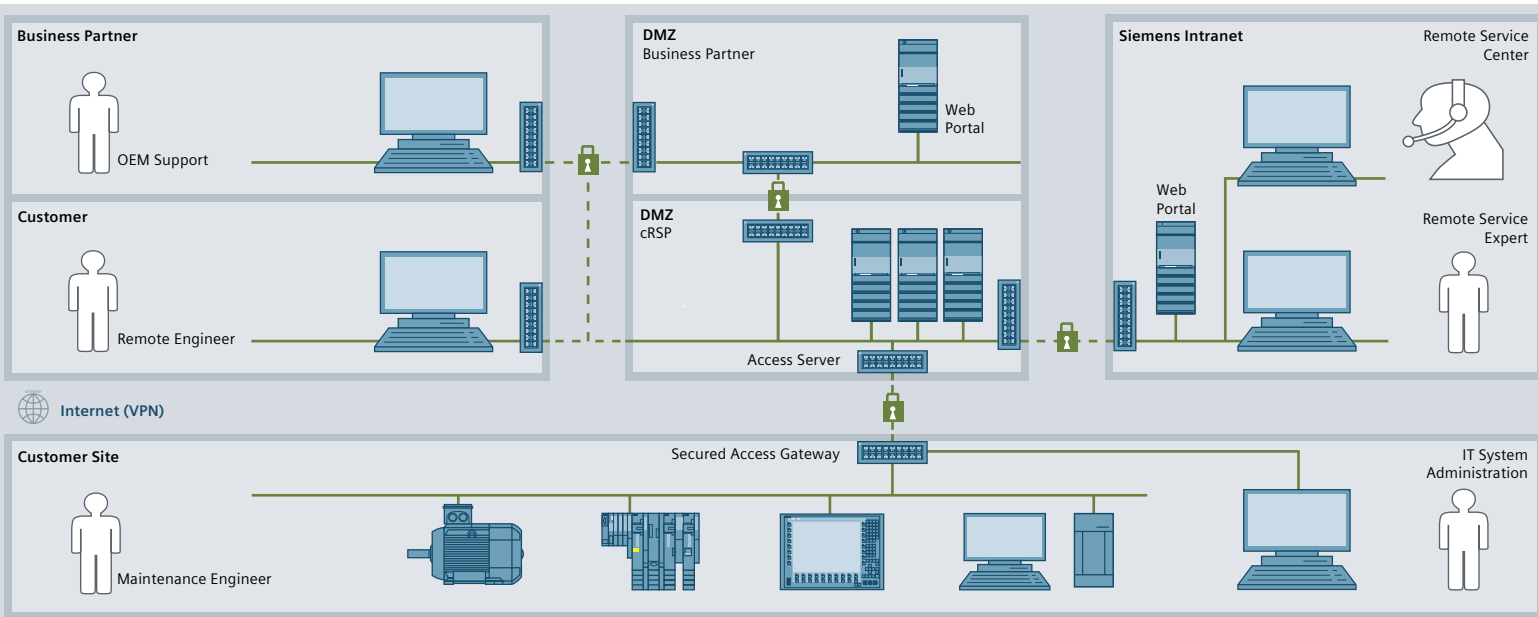
Proactive remote support for the SIMATIC automation system – optimum support for the efficient operation of your plant

[siemens.com/siremote](https://www.siemens.com/siremote)



# Secure plant performance – thanks to SIMATIC Remote Services

As systems become increasingly more complex, cost pressure also grows. Protect yourself by depending on reliable, flexible and economical support solutions – when commissioning your automation system as well as during active operation. The focus is on economic feasibility, security and performance. Secure Internet connections and incorporation of IT structures into the automation environment facilitate innovative solution approaches for your system.



common Remote Service Platform (cRSP)

### cRSP functions and benefits

Communication via cRSP offers significant advantages over a traditional point-to-point (P2P) connection:

- Scaled security and access concept that covers all aspects of secure and monitored communication
- Reduced administrative workload, due to central administration of all system accesses
- Central monitoring, logging and reporting with continuous monitoring by the customer
- Absence of feedback through separation of the different networks (DMZ)
- Compatible with general industrial security concepts
- Certified under TÜV/CERT

The Customer Web Portal, an optional cRSP add-on, gives service personnel convenient and easy access to your SIMATIC automation system. External partners, such as system integrators, can also be brought into the project.

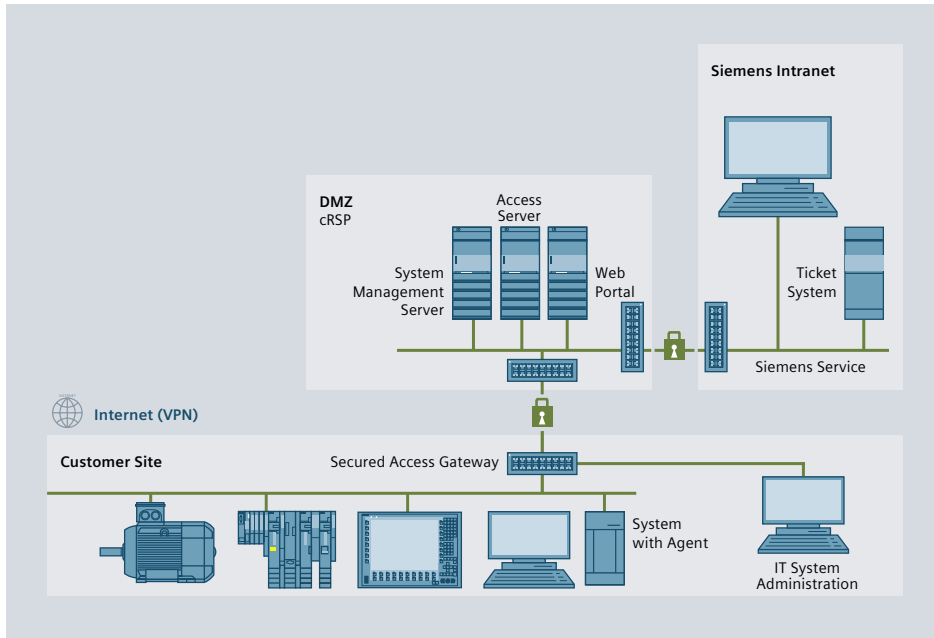
### Are you interested in SIMATIC Remote Services?

If so, contact your Siemens consultant, who will be happy to provide you with in-depth information on content and how to place an order.

[siemens.com/aspa](http://siemens.com/aspa)

For additional information, please visit:

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Proactive – agent-based real-time monitoring

### Overview of SIMATIC Remote Services

The idea behind the SIMATIC Remote Services is to provide the best possible proactive and system-specific remote support for the SIMATIC automation system. Thanks to their modular structure, these services can be optimally customized to your actual needs. As part of the modules offered, we not only provide you with the remote infrastructure but include all support and maintenance activities. The SIMATIC Remote Services are based on the common Remote Service Platform (cRSP) from Siemens – a secure, efficient and highly available remote platform.

### Your advantages in practical terms

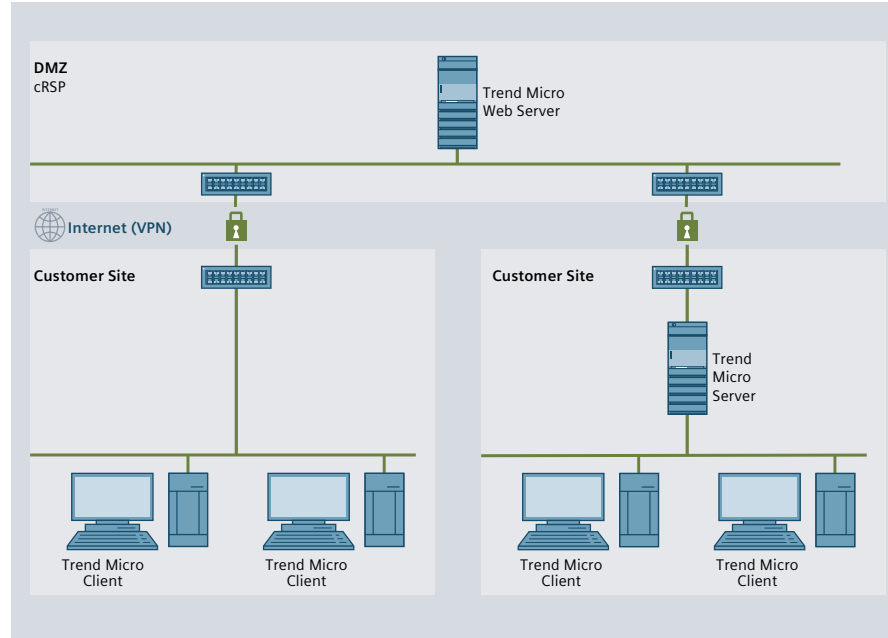
- The cRSP provides a secure remote connection to your SIMATIC automation system.
- Experts connect to your automation system directly – from around the world, with no response or travel times.
- You receive excellent support from experienced and highly expert specialists.
- The remote infrastructure is provided, including support and maintenance.
- You receive optimum support that is as reliable as it is economical.

### Reactive

Reactive is the cost-effective entry-level module that gives you basic access to the modern and efficient SIMATIC Remote Services. The remote desktop support, based on cRSP, provides a foundation for solving problems quickly. In response to a remote support inquiry, a Siemens system specialist assists your local personnel by means of desktop sharing. The expert thus gains direct insight into the local situation and can provide effective and fast support.

### Preventive

The Preventive module covers inspection services based on DIN 31051, for example preventive inspection of your system's condition in order to transparently display the system status as well as recommendations for preventive measures. To do this, suitable software tools efficiently record a large volume of diagnostic data. A professional evaluation, performed by Siemens' experienced system specialists, makes it possible to assess the condition of your SIMATIC automation system. You can thus avoid critical situations before they even happen. A comprehensive system status report is drawn up on the basis of the data. The SIMATIC Technical Support team processes abnormalities with a support inquiry.



Virus Pattern Distribution

The report includes the following:

- SIMATIC log file analysis
- SIMATIC and PC hardware analysis
- SIMATIC software analysis
- System information
- Windows event log analysis

#### Proactive

The Proactive module carries out real-time monitoring of your SIMATIC automation system. When events occur, the agent-based technology generates an Auto Ticket Call and sends it to SIMATIC Technical Support along with important status information. The Technical Support specialists monitor and evaluate all incoming tickets and initiate the support action agreed on with you in advance.

#### Virus Pattern Distribution

Malware is no longer an issue in office environments but is increasingly penetrating the world of industrial automation systems. Using a security concept protects automation systems so that malware does not penetrate and replicate within a security cell. When malware breaches security mechanisms, it can influence the automation systems. In this case, antivirus software with up-to-date signatures must be used to identify the malware. Only then can effective countermeasures be taken.

The Virus Pattern Distribution module adds another proactive component to the SIMATIC Remote Services portfolio, one that supplies the system with up-to-date virus signatures with real-time distribution. The server for the latest signatures is located in the high security area (DMZ) of the cRSP. It can be accessed from a client or local server via an existing VPN tunnel in order to obtain up-to-date signatures. The antivirus software from Trend Micro is used for this purpose.

Learn more:

[siemens.com/siremote](http://siemens.com/siremote)

## SIMATIC Lifecycle Services

SIMATIC Lifecycle Services from Siemens optimize availability and ensure the maintainability of plant and machinery. A comprehensive service portfolio covers the entire lifecycle, from planning and development to operation and modernization. Perfect coordination of these services with SIMATIC automation products and systems plays a crucial role in protecting your investment and ensuring the efficiency of your plant and machinery.

Learn more about SIMATIC Remote Services here



Subject to change without notice  
Article no. DFCS-B10003-00-7600  
Dispo 21638/K-Nr. 20350  
Printed in Germany  
gB 150139 DB 03151.0  
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