



DI CS CCC

Digital Industries Customer Service

Customer Contact Centre - Industry Assist (Tech Support)

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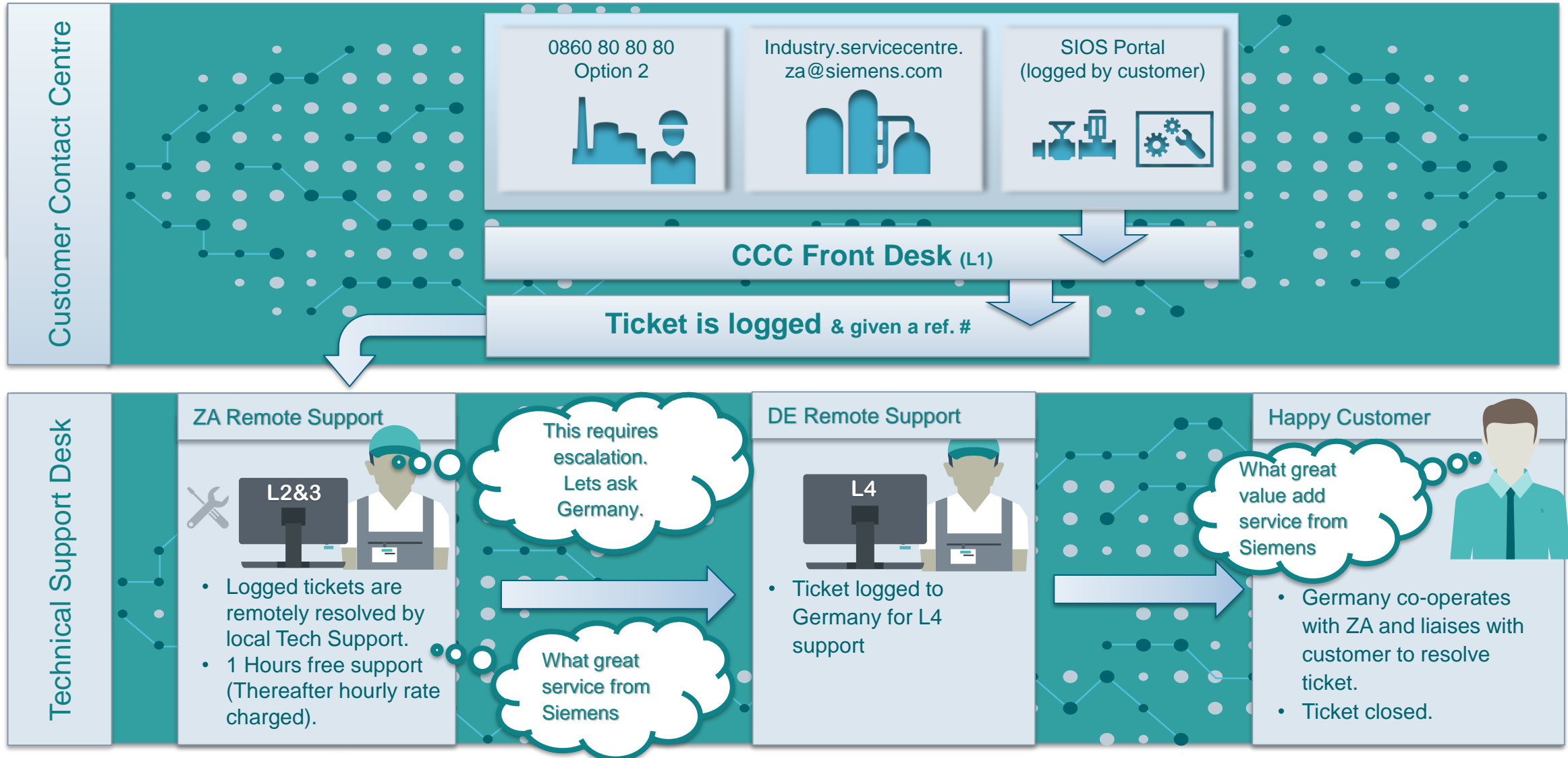


Customer Contact Centre (CCC) Tech Support

24 / 7 / 365 Managed Service - #WeKeepPlantsRunning

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CCC Value Add - #WeKeepPlantsRunning



24 / 7 / 365 availability

1st hour per call, free support

24 / 7 / 365 Managed service

Support assistance

- Level 1 Incoming call or Email to Contact Centre Operator. Requests are sorted and resolved. Unresolved requests get escalated to Level 2 & 3 for tech support.
- Level 2 & 3 In country technical expert support for Factory or Process Automation and Motion control. First hour of remote support is for free. After 1 hour paid remote service continues or site visit is scheduled digitally with Circuit Expert or traditionally with a physical visit. Unresolved requests get escalated to Level 4 for HQ support.
- Level 4 CS head quarter support if topic cannot be resolved within Level 3 within RSA. HQ can join in on Circuit Expert at level 4 for additional on site services.

Availability

- 24 / 7 / 365 availability
- KPI based effort for SLA customers
- Best effort service to all non SLA customers



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Contracted clients receive dedicated support via CCC according to SLA & KPI's

Customer Contact Centre

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Email: industry.servicecentre.za@siemens.com

RSA Toll free: 0860 80 80 80 (option 2)

Tell: +27 11 652 2732 (option 2)

SIOS Portal: <https://support.industry.siemens.com/cs/sc?lc=en-WW>

