

Siemens and Empolis cooperate on digitalizing and structuring organizational knowledge for drive systems

- **Digitalizing and structuring organizational knowledge through knowledge graphs**
- **Building towards enriched and contextualized IoT-data service provision and AI-leveraged user self-service experience through chatbots**
- **Transforming today's customer service processes and democratizing accessibility of organizational knowledge**

In times of digital transformation, servicing drive systems with fully enabled access to all related data becomes a critical capability for ensured customer satisfaction and efficient business processes. One of the key levers to accomplish this resides in the transactional availability and exploitability of organizational knowledge in any form over their product-lifecycle of drive systems to facilitate collaboration, answer technical or commercial questions, expedite evidence-based decisions and back-up triggered operational activities.

Knowledge graphs are a form of knowledge representation. They represent a comprehensible and explainable form of artificial intelligence. Knowledge graphs create links and relations and enable models on which humans and computers can operate equally thus enlarging the capability to explore relationships and infer insights.

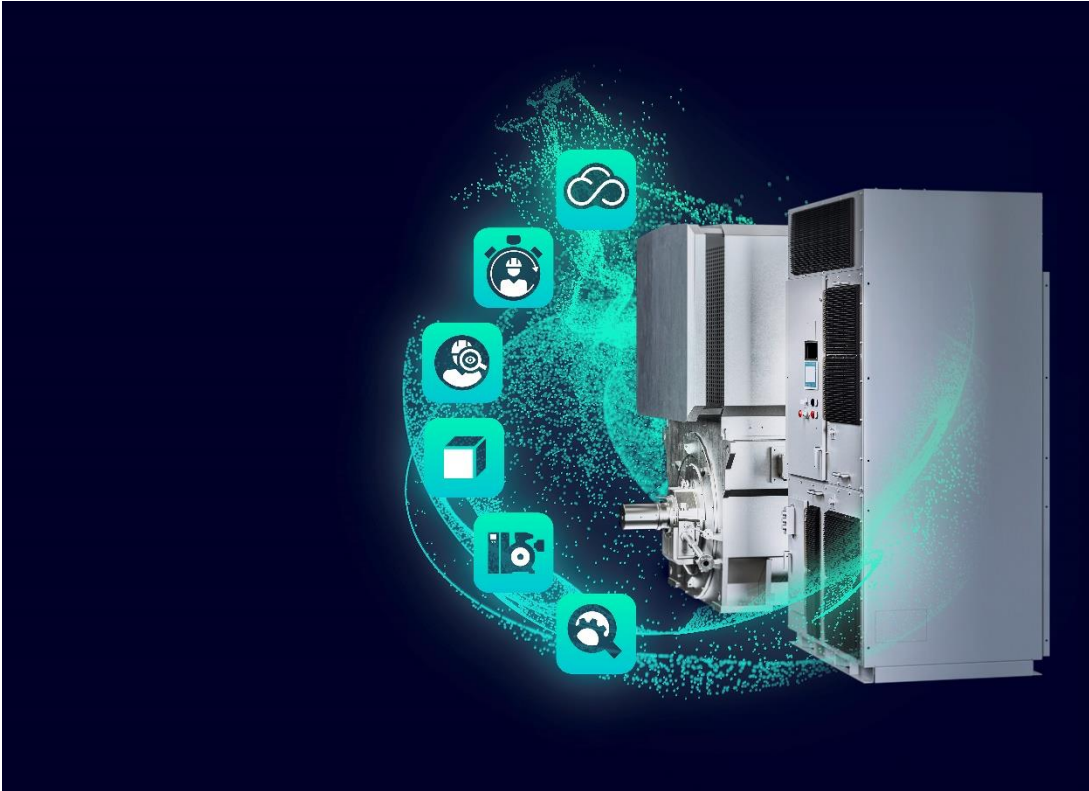
The cooperation of Siemens Large Drives Applications and Empolis targets to further strengthen the foundation for insight generation in SIDRIVE IQ – the digital

platform for drive systems & solutions of Siemens. With the power of knowledge graphs at the core of Empolis Intelligent Views Platform[®] already existing data in documents, applications or employees' minds becomes progressively available, easily accessible and automatically reusable. "With this we are tapping into the opportunity to generate, manage, connect and trustfully share information in knowledge-intensive processes across the product life-cycle of our drive systems. This has a transformative power to augment our business activities on many dimensions such as service quality or process efficiency and consistency", says Sebastian Winkler von Mohrenfels, Head of LDA Digital Business.

The integration of Empolis Intelligent Views Platform[®] will not only surface existing organizational knowledge which are key for experts' daily work in various disciplines such as customer service or R&D. It will also help to gain structured, and standardized data that can be relied on for the enhancement of IoT services and contextualization of AI-based features such as chatbots or automated root-cause analysis.

"Consolidating, structuring, and facilitating an organization's entire knowledge and establishing a central knowledge management provides a single information source of truth and opens a variety of opportunities for user self-service and data service automation. This empowers knowledge workers and boosts informed decision making", states Andreas Klüter, Co-CEO & CTO, Empolis.

SIDRIVE IQ is a holistic IoT-solution and services for smart fleet management of drive systems & solutions. With SIDRIVE IQ reliability, performance and serviceability of drive systems are holistically manageable throughout the product lifecycle. This means, the drive system is not limited any more to its natural physical boundaries and linear purpose in the operations process. It is extended by automated capabilities of AI, digital content and enabled virtual collaboration - anytime, anywhere. This translates into leverage on operational risk exposure, asset life-time extension and eventually an impact on financial performance. For more information: <https://www.siemens.com/sidrive-iq>



Siemens LDA SIDRIVE IQ Portfolio overview

This press release is available at <https://sie.ag/2XDqyyo>

For further information please see <https://sie.ag/3fusEHZ>

Contact for journalists

Paul Elflein

E-Mail: paul.elflein@siemens.com

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Siemens Large Drives Applications (LDA) engineers and produces heavy-duty electrical drive systems for medium and high voltage ranges: electrical motors, converters and generators. LDA belongs to Siemens' Portfolio Companies; these units are agile and flexible, decentralized and with fast decision-making and reaction times. This enables them to be more competitive in their respective markets with more focus on their customers in different industries (oil and gas, marine, mining, cement, water, or power generation and storage).

Siemens AG (Berlin and Munich) is a technology company focused on industry, infrastructure, transport, and healthcare. From more resource-efficient factories, resilient supply chains, and smarter buildings and grids, to cleaner and more comfortable transportation as well as advanced healthcare, the company creates technology with purpose adding real value for customers. By combining the real and the digital worlds, Siemens empowers its customers to transform their industries and markets, to transform the everyday for billions of people. Siemens also owns a majority stake in the publicly listed company Siemens Healthineers, a globally leading medical technology

provider shaping the future of healthcare. In addition, Siemens holds a minority stake in Siemens Energy, a global leader in the transmission and generation of electrical power.

In fiscal 2020, which ended on September 30, 2020, the Siemens Group generated revenue of €55.3 billion and net income of €4.2 billion. As of September 30, 2020, the company had around 293,000 employees worldwide. Further information is available on the Internet at www.siemens.com.

Empolis (Kaiserslautern) is a leading provider of Smart Information Management software for the holistic creation, management, analysis, intelligent processing, and provision of all information relevant to a business process. Empolis systems analyze terabytes of data in milliseconds so that users can always make the right decisions or digital assistants support you with them.