



SIEMENS MOBILITY RAIL SERVICES

100% system availability

**Driven by people – powered by data.**

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# “Digitalization and automation support sustainability and optimized lifecycle costs for up to 100% system availability.”



**Dr. Elmar Zeiler**

CEO  
Siemens Mobility Customer Services

Every day, billions of people expect railways to run. They trust one of the most sustainable modes of transportation. How can operators ensure high-quality service in the face of aging infrastructure, rising passenger volumes, and a shrinking workforce?

As a global provider of rail services, we strive for 100% system availability and optimized lifecycle costs for our customers. In fact, the independent German testing and certification institute TÜV Süd has validated the guaranteed 100% fleet availability. People are the key to achieving this. With their in-depth know-how and continuously updated expertise, our employees are at the heart of excellent maintenance execution. When they interact with the connected rail assets and harness the power of data, just imagine what becomes possible.

The toolset for this has proven successful and continues to grow: Railigent X, Siemens Mobility's application suite for decision support and process automation. Railigent X always gives operators, maintainers, and asset owners the power of choice – allowing them to simply choose the tools and services that best fit their pace and digital strategy.

Automation and digitalization enable our customers to do more with less. Not only does this make good economic sense, it's also the basis for sustainable lifecycle services – from using fewer spare parts to reusing equipment and embracing circular economy methods. We support this approach by extending the lifecycle of rail assets, preserving their functionality, and even improving them over time.

Let's work together to optimize lifecycle costs for up to 100% system availability – and to be smarter about our use of time, money, raw materials, and energy. We're ready if you are.



**We go the extra mile  
so your railway system can too.**

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availability

mobility.siemens.com



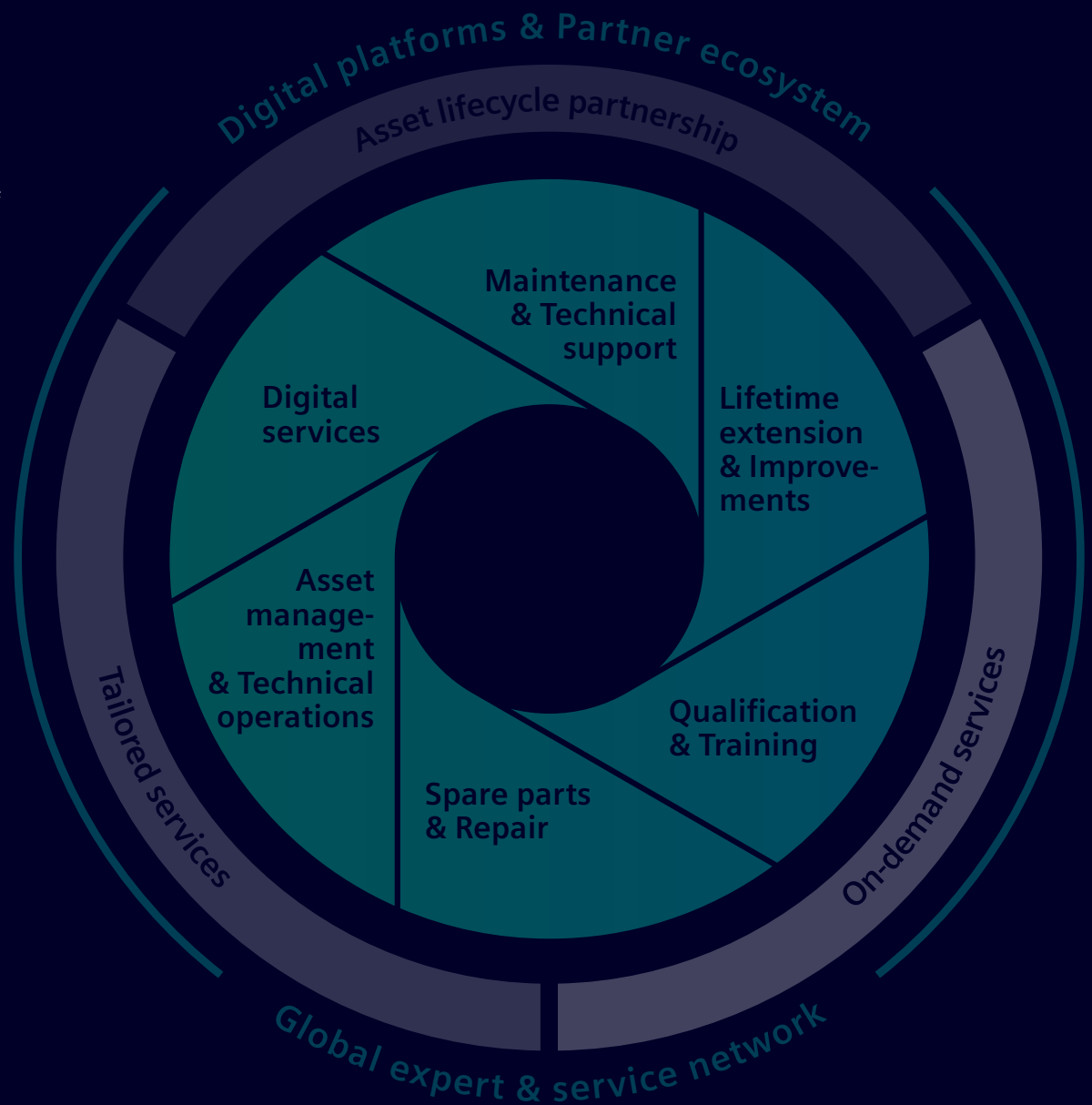
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# Our purpose

## We focus on your goals

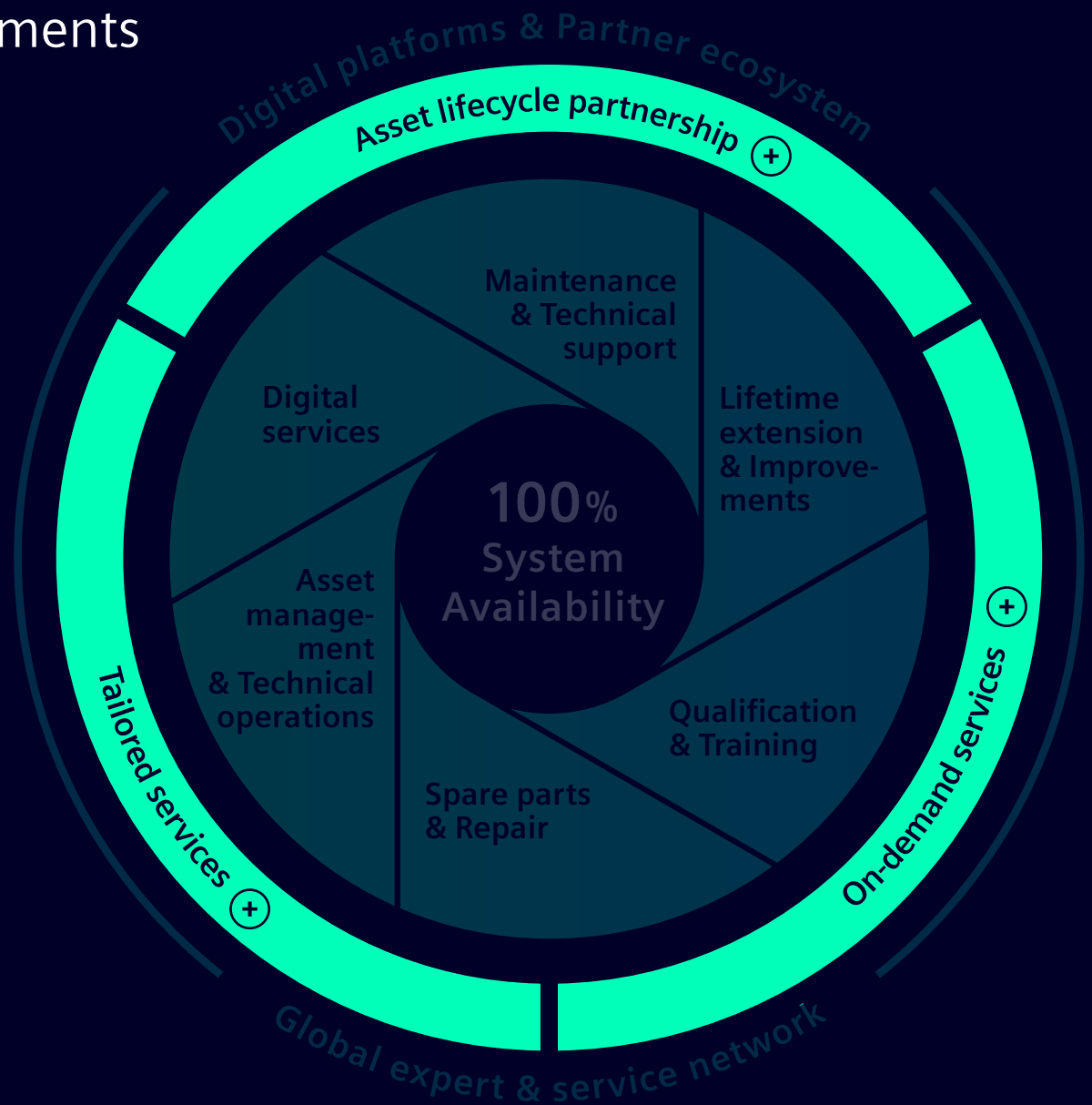
Millions of people depend on rail services every day. All of them expect availability, reliability, safety, and comfort. Our maintenance services reflect our commitment to meeting those demands with our promise of up to 100% system availability.



# Our scope of services

## Custom-made for your requirements

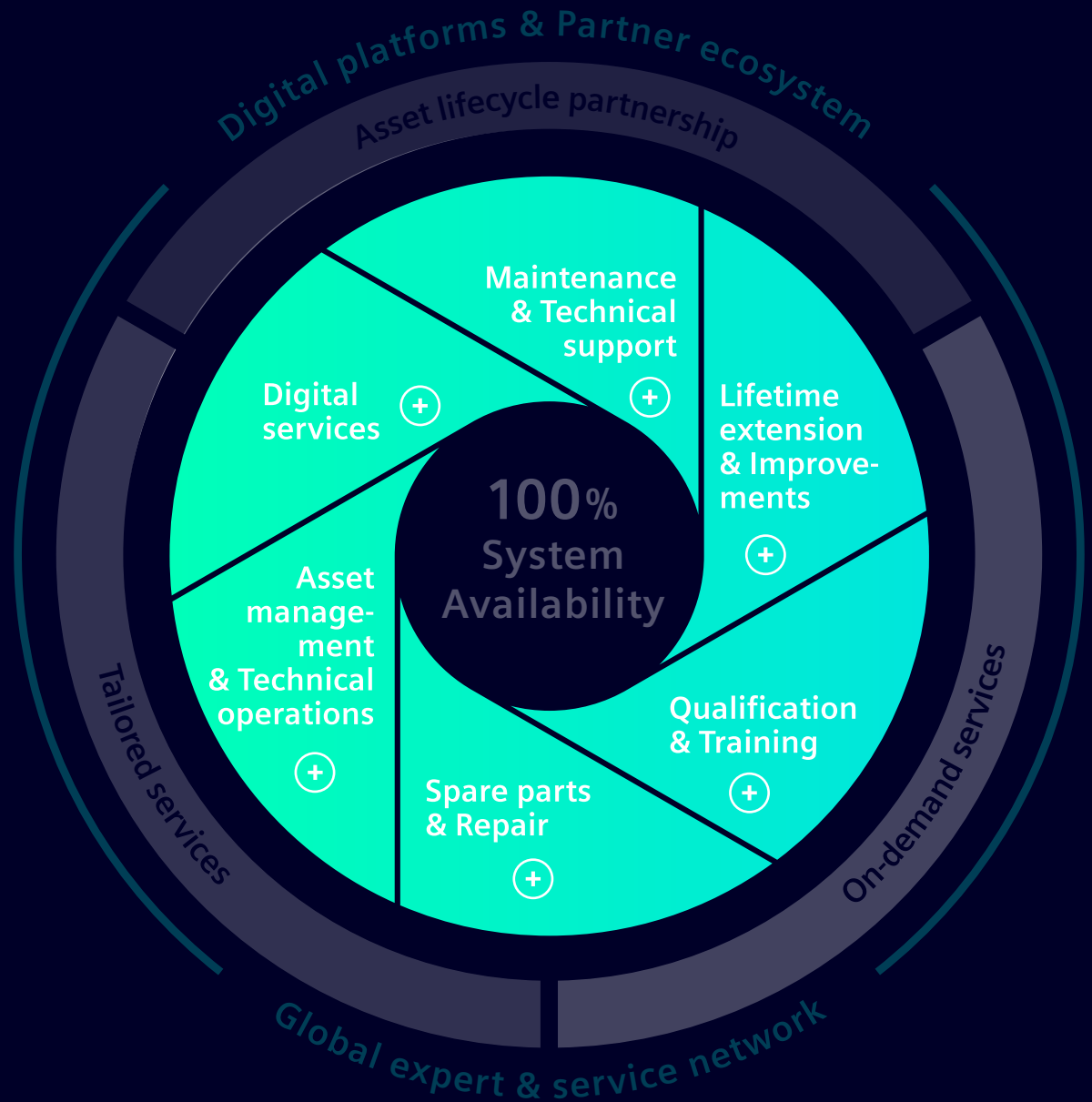
Our service approach is flexible, offering everything from individual on-demand services to long-term service contracts. Whatever support you need, we can back your staff with our maintenance expertise, technical skills, personnel, and equipment to efficiently maintain your rail system.



# Our modular portfolio

## Created to meet your needs

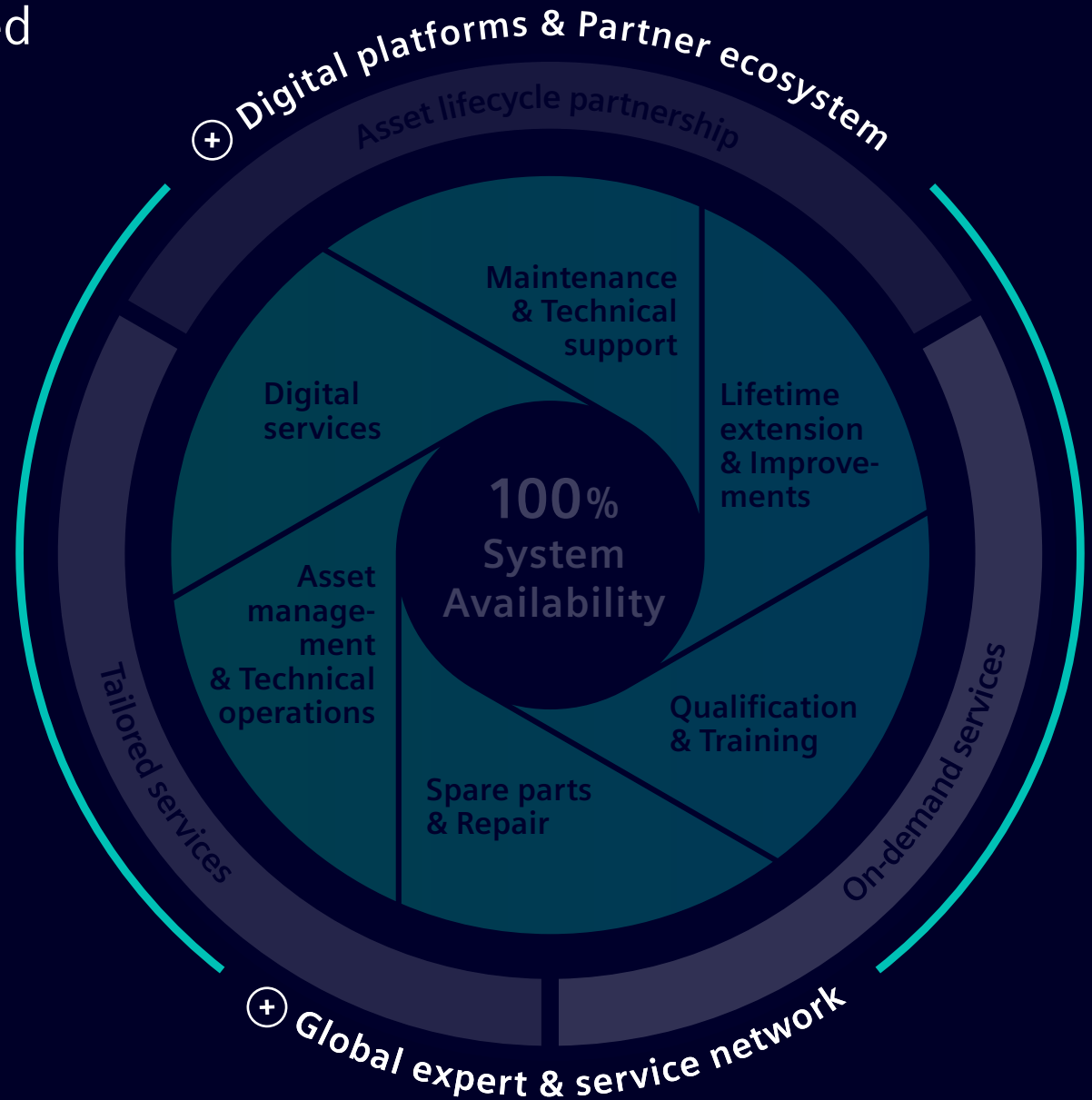
Select exactly the services you need from our modular service portfolio. Discover what's in the six portfolio segments that bundle our offerings for you.



# Our open ecosystem

## Expert skills and data combined

Our people's passion and expertise combined with a powerful digital and physical environment – that's the foundation of our rail services. Get any insight you need from Railigent X. Any part you need from the MoBase® marketplace. And any maintenance support you need from our global expert and service network.



# Our references

## Ten out of over 130

To date, rail companies and operators around the world have entrusted us with more than 130 service projects, many of them spanning three decades and more. The following ten examples showcase some of our customer relationships.





**“Excellent service is more than just keeping rail systems in good shape. It's our foundation for ensuring 100% system availability in a sustainable manner.”**



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