

SIEMENS



Your plant can do more –
with services from Siemens.

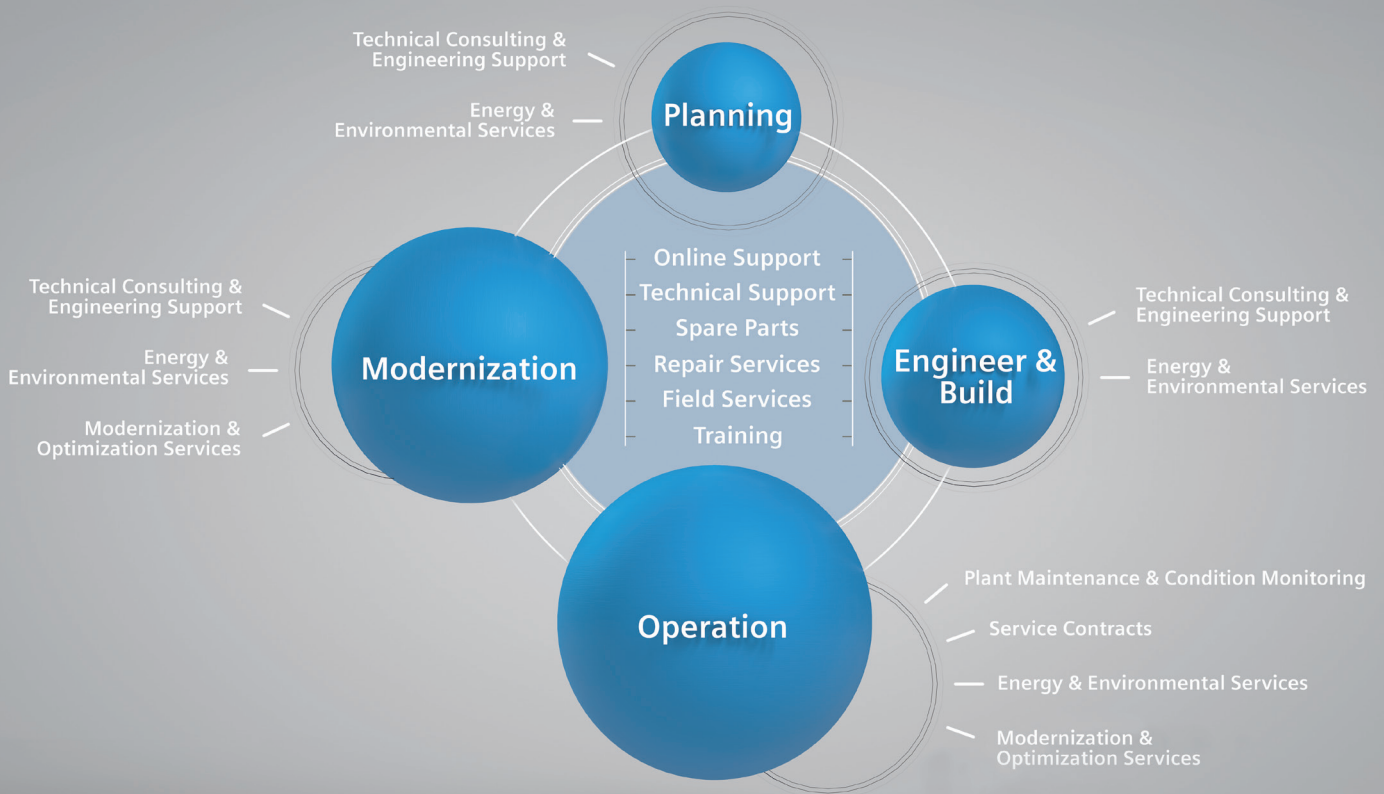
www.siemens.com/industry-services

Answers for industry.

Technology-based services for a greater competitive edge

Minimum downtime and the optimum use of staff and resources are key to sustainable success in industry. Siemens provides the basis for greater productivity, flexibility, and efficiency with technology-based services throughout the lifecycle of an industrial plant – reliably, globally, and around the clock. In-depth technology and product knowledge as well as industry expertise within Siemens' global expert network ensure a considerable competitive edge.





Online Support

Fast and up-to-date – online information

Online support is a comprehensive information system for all questions relating to products, systems, and solutions that Siemens has developed for industry over time. With more than 300,000 documents, examples, and tools, it offers users of automation and drive technology a way to quickly find up-to-date information. This service enables direct, central access to detailed product information as well as numerous solution examples for programming, configuration, and application.

The content, in six languages, is increasingly multimedia-based – and now also available as a mobile app. Online support's "Technical Forum" offers users the opportunity to share information with each other. The "Support Request" option can be used to contact Siemens' technical support experts. The latest content, software updates, and news via newsletters and Twitter ensure that industry users are always up to date.

Technical Support

Resolving technical issues

The ability to quickly analyze system and error messages and take appropriate action are key factors in ensuring that plants run safely and efficiently. Questions can arise at any time and in any industry, whether it's an individual product or a complete automation solution. Siemens technical support offers individual technical assistance in matters related to functionality, how to operate, applications, and fault clearance in industrial products and systems – at any time and globally, over the phone, by e-mail, or via remote access. Experienced experts from Siemens answer incoming

questions promptly. Depending on the requirements, they first consult specialists in the areas of development, on-site services, and sales. Technical support is also available for discontinued products that are no longer available. Using the support request number, any inquiry can be clearly identified and systematically tracked.

Spare Parts

Replacements at the ready anytime

Drive and automation systems must be available at all times. Even a single missing spare part can bring the entire plant to a standstill – and result in substantial financial losses for the operator. The spare parts services from Siemens protect against such losses – with the aid of quickly available, original spare parts that ensure smooth interaction with all other system components. Spare parts are kept on hand for up to ten years; defective parts may be returned. For many products and solutions, individual spare parts packages ensure a preventive stock of spare parts on-site.

The spare parts services is available around the world and around the clock. Optimum supply chain logistics ensure that replacement components reach their destination as quickly as possible. Siemens' logistics experts take care of planning and management as well as procurement, transportation, customs handling, warehousing, and complete order management for spare parts.

Repair Services

Repair & Replacements for high reliability

Reliable electrical and electronic equipment is crucial for operating continuous processes. That's why it's essential that motors and converters always undergo highly

specialized repair and maintenance. Siemens offers complete customer and repair services – on site and in repair centers – as well as technical emergency services worldwide. The repair services include all measures necessary to quickly restore the functionality of defective units.

In addition, services such as spare parts logistics and spare parts storage is available through our decentralized warehouse network spread across the country. We offer Repair Exchange services and defective parts / components can be exchanged with refurbished or new parts as per the requirement. This facility is available at our warehouse counters or can be even dispatched to customer's plant.

Motor Management program

Increase motor reliability & plant availability

With the help of professional Motor Management from Siemens, you can attain the level of technical reliability and performance from your motors that will assist you in reaching your plant's production requirements and also give you peace of mind.

The Motor Management Program provides preventive, predictive, and corrective maintenance and operating solutions for electric machines.

As a manufacturer of electro-technical systems and components, and as an on-site service provider at your plant, it is our goal to ensure highest availability and performance of the motors in your plant.

Field Services

Always on-site when needed

It's a top priority in all industries: the availability of plants and equipment. Siemens offers specialized maintenance services such as inspection and upkeep as well as rapid fault clearance in industrial plants – worldwide, continuously, and even with emergency services as needed. The services include startup as well as maintenance and fault clearance during operation. The startup service includes checking the installation, function tests, parameterization, integration tests for machines and plants, trial operation, final acceptance, and employee training. All services, including remote maintenance of drives, are also available as elements of customized service contracts.

Training

For professionals, by professionals – systematic sharing of knowledge

Increasingly, up-to-date knowledge is becoming a determining factor in success. One of the key resources of any company is well-trained staff that can make the right decision at the right moment and take full advantage of potential.

With SITRAIN – Training for Industry, Siemens offers comprehensive advanced training programs. The technical training courses convey expertise and practical

knowledge directly from the manufacturer. SITRAIN covers Siemens' entire product and system portfolio in the field of automation and drives. Together with the customer, Siemens determines the company's individual training needs and then develops an advanced training program tailored to the desired requirements. Additional services guarantee that the knowledge of all Siemens partners and their employees is always up-to-date.

Technical Consulting & Engineering Support

Expert consultation and support

The efficiency of plants and processes leads to sustainable economic success. Individual services from Siemens help save substantial time and money while also guaranteeing maximum safety.

Technical consulting covers the selection of products and systems for efficient industrial plants. The services include planning, consulting, and conceptual design as well as product training, application support, and configuration verification – in all phases of a plant's lifecycle and in all questions related to product safety.

Engineering support offers competent assistance throughout the entire project, from developing a precise structure for startup to product-specific preparation for implementation as well as support services in areas such as prototype development, testing, and acceptance.

Energy & Environmental Services (EES)

Energy Data Management & Consultancy

Energy Data Management Services (EDMS) aims at providing Transparency for greater clarity on energy consumption, energy cost & emissions. It helps in quickly meeting the needs of standards & regulations such as ISO 50001

EES brings in Energy savings via Drive Optimization.

Energy Consultancy Services conducts status analysis to determine the maturity level of your Energy Management systems & then define a set of work packages. Further supports in implementing the work packages, including assisting you with ISO 50001 documentation, developing greater energy transparency, identifying energy saving measures & training your staff.

Retrofit Modernization & Optimization Services

Increasing Productivity – Through Modernization & Optimization

High machine availability, expanded functionality, and selective energy savings – in all industries, these are decisive factors for increasing productivity and lowering costs. Whether a company wants to modernize individual machines, optimize drive systems, or upgrade entire plants, Siemens' experts support the projects from planning to commissioning. Expert consulting and project management with solution responsibility lead to the optimal solution. Retrofitting existing equipments increases the performance,

productivity and life of the equipment at a reduced investment and implementation time (compared to Capex).

This secures investments over the long term and increases economic efficiency in operation.

Condition Monitoring & Reliability

Services to improve plant operation Reliability and uptime

Modern industrial plants are complex and highly automated. They must operate efficiently in order to ensure the company's competitive strength. In addition, the steadily increasing networking of machines and plants require consistent security concepts. Maintenance and status monitoring as well as the implementation of integrated security concepts by Siemens' experts support optimum plant use and avoid downtime in addition to security of plant data.

The services include network management as well as consulting, including the complete handling and execution of necessary measures. Complete solutions also cover remote services, including analysis, remote diagnosis, and remote monitoring. These are based on the Siemens Remote Service platform with certified IT industry. Critical equipment need to be monitored on continuous basis for their condition. Any unplanned maintenance results in production & other opportunity loss. Moreover, over maintenance is also costly. Siemens provide condition monitoring both on line & off line to optimize the maintenance cost, also ensuring the machine availability.

Integral Plant Maintenance

Asset Performance Improvement

Deriving best out of plant with Siemens's wide experience & knowledge in various verticals such as Minerals, Automotives & Chemicals. Supports in optimizing maintenance cost. The major activities carried out are:

- Maintenance Consultancy
- Plant Maintenance Services
- Maintenance Outsourcing

Benefits to clients include maximizing the overall Equipment Effectiveness, optimization of Spare parts, thereby controlling the financial risk of maintenance.

Condition Assessment of rotating machines

Correctly Monitoring for Higher Availability

When evaluating the reliability and availability of plants, drive systems play a central role. Drive components like motors, couplings and gears are typically highly stressed components that are exposed to varying levels of constant wear and tear, depending on their service life and load. This wear cannot always be observed with the naked eye over an extended period and can result in failures, unscheduled shutdowns, and incalculable financial loss.

Condition monitoring of drive components makes it possible

to recognize changes in their operating conditions early on. Irregularities in operation can therefore be identified at an early stage and planned maintenance and repair measures can be initiated. Within the scope of a service contract, Siemens offers a condition monitoring portfolio with both standardized and customized solutions for plants of any size.

With condition monitoring, plant operators benefit from a variety of advantages that facilitate a seamless, cost-efficient operation of all systems and utilization of components up to their wear limit

Service Contracts

Service contracts – modular & customized

Making maintenance costs calculable, reducing interfaces, speeding up response times, and unburdening the company's resources – the reduced downtimes that these measures achieve increase the productivity of a plant. Service contracts from Siemens make maintenance and repairs more cost-effective and efficient. The service packages include local and remote maintenance for a system or product group in automation and drive technology. Whether you need extended service periods, defined response times, or special maintenance intervals, the services are compiled individually and according to need. They can be adjusted flexibly at any time and used independently of each other. The expertise of Siemens' specialists and the capabilities of remote maintenance thus ensure reliable and fast maintenance processes throughout a plant's entire lifecycle.

Customer Care Desk

Single contact point for all your service requirements.

To enable ease of call logging and interaction for service support, we have set up a single number interface for all Industry products. Our Customer Care Desk (CCD) has trained executives who will assist you in call registration, first level evaluation, co-ordination with service providers, updating customers on call status till satisfactory closure of the service support call.

Toll Free from all Mobile, MTNL & BSNL: 1800 209 0987

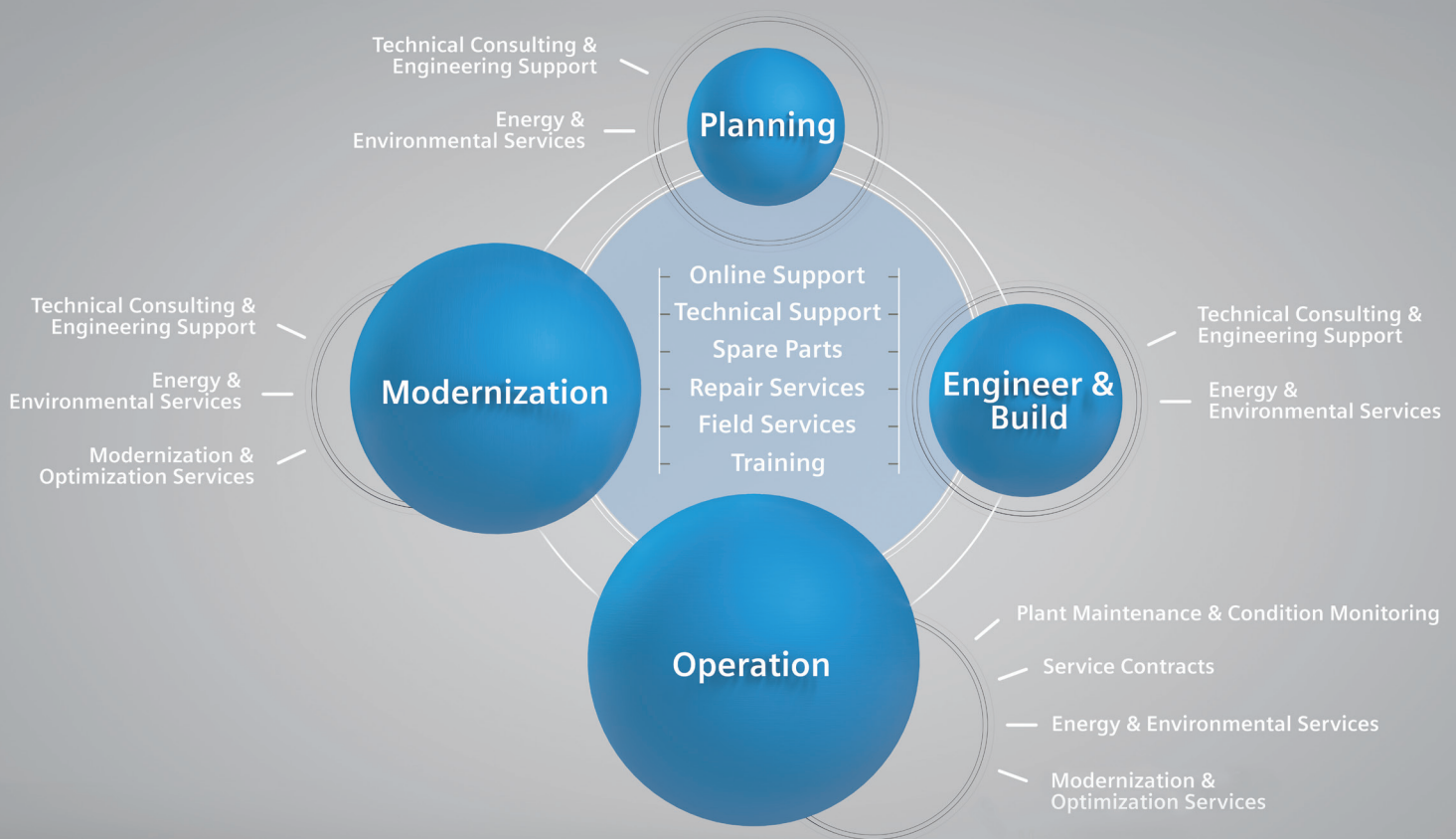
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Support. Now just a touch away.

Siemens Online Support App for Apple iOS and Android devices

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Siemens is making it easier than ever to meet your support needs. With our Online Support App, you can now access more than 300,000 documents on all Siemens Industry products, scan the codes on Siemens products and instantly pull up product information or even submit Support Requests – right from your smartphone or tablet!

Product Scanner

Scan the product code with your smartphone or tablet's integrated camera and quickly bring up product information. No more tedious typing of bunch of letters and numbers in the search field.

Product View

The new product view shows all the important information about the selected product – lifecycle status (e.g. announcement of new products, information on successor type in case of product phase-outs.), FAQs, updates, manuals, certificates, dimensional drawings, access to, the latest firmware or software version downloads, application examples and tools etc. – all in one convenient place.

Submit a Support Request

Need to submit a Support Request but not near a computer today? No problem. The Online Support app now gives you the option to submit a Support Request with photos directly from your smartphone or tablet with just a few clicks.

Offline Cache

Limited signal at your installation site or no signal at all? The app's offline cache feature was created with this in mind. Store product information offline or create PDF documents and then save them in your smartphone or tablet's library so the information is available even when you're on the go.

Personal favourites

Under "mySupport" on the start page, you can find your personal favourites with articles you need frequently.

You can get the app for free at the Apple App Store and at Android Market with the search terms:
"Siemens Industry Online Support"

Answers for industry.

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I-CS-002 ver. 3
This replaces I-CS-002 ver. 2