

Optimally using remote services with SIPIX SD

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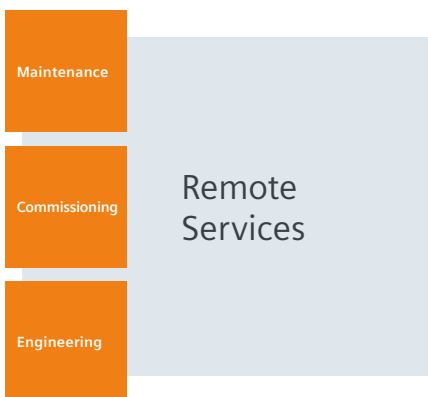
The virtual service technician brings expert knowledge to the field quickly and all over the world.

The SIPIX SD series (Siemens Process Industry Expert Service Devices) for Ex Zone 1, Ex Zone 2 and explosion-free areas offers powerful industrial tablet PCs designed for use in harsh industrial environments, along with flexible and secure service worldwide.

In addition to classic technical support and on-site deployment of a technician, the SIPIX SD series also gives you an additional professional service and support option. This platform makes expert knowledge available during commissioning or maintenance work. We thus provide support for both simple and complex issues right on site.

The tablet PCs are preconfigured in the factory with all the service applications you need for mobile access.

With remote access, we can discuss questions and possible technical challenges with you on a visual basis and work together to find solutions. Meet your challenges with specialized knowledge from Siemens experts.

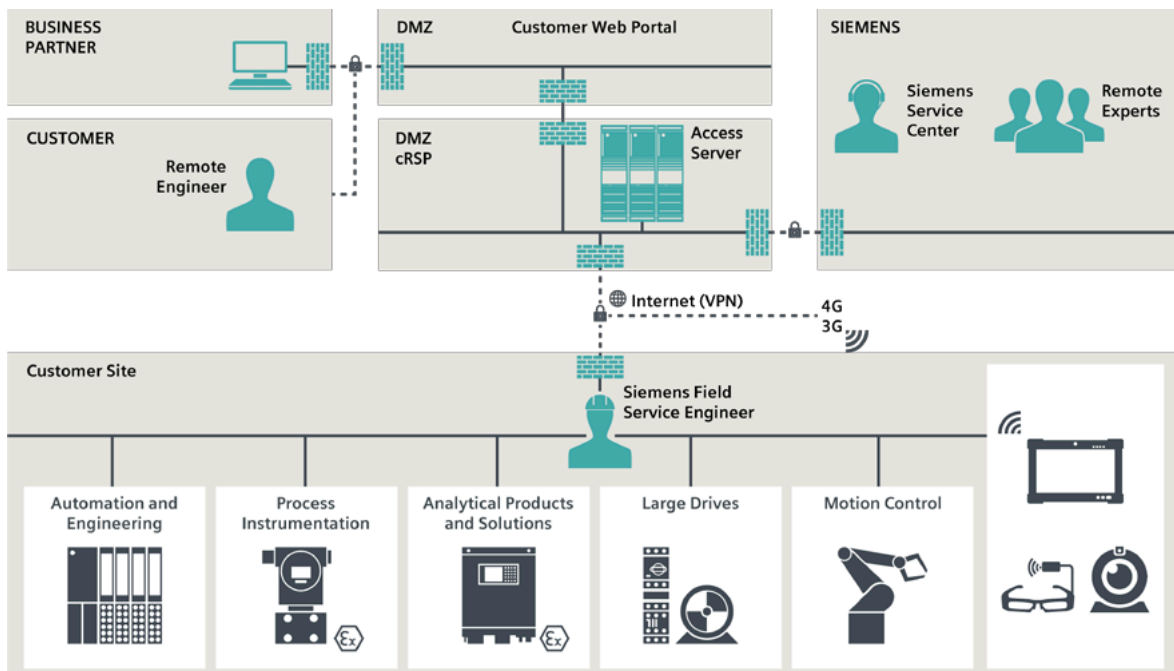


Key features at a glance:

Unlimited use in the field

- Protection class IP65
- Explosion-free areas, Ex zones 1 and 2
- Device according to military specification: MILSTD-810G
- Remote connection preconfigured
- SIPIX RC audiovisual software

Field and remote service – an innovative combination



Training on the Job

Service technicians can be deployed in the field without any specific knowledge about the field technology of a plant, with assistance from a remote expert.

The Siemens Field Service engineer is automatically trained during the deployment with support from a qualified remote expert.

Remote Assisted Collaboration

SIPIX RC enables video-based collaboration, so that the on-site service technician is guided by an expert. Video and audio are transmitted over an independent, secured communication channel with no additional mobile phone required.

Desktop sharing

Desktop sharing/transfer enables the Siemens remote expert to operate the tablet PC via a secured VPN tunnel by remote access in compliance with the latest industrial security standards. Documents and field device drivers can be transmitted in real time, and experts can make settings themselves. Multiple Siemens remote experts with expertise in different areas can access the same device simultaneously and work together to solve challenges.

Your benefits at a glance

- Service readiness anytime and worldwide
- Global network of Siemens experts
- High flexibility
- Increased safety
- Hands-free operation with data glasses
- Flexible on-site service with preconfigured tools
- Travel cost savings
- Shorter response times



Published by Siemens AG

Digital Industries
Customer Services
P.O. Box 31 80
91050 Erlangen, Germany

For the U.S. published by
Siemens Industry Inc. 100 Technology Drive
Alpharetta, GA 30005, United States

Article No. DFCS-T10203-00-7600
Dispo 21642
KM 11180.2
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