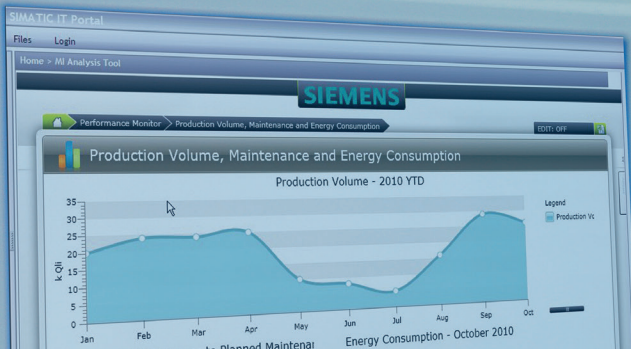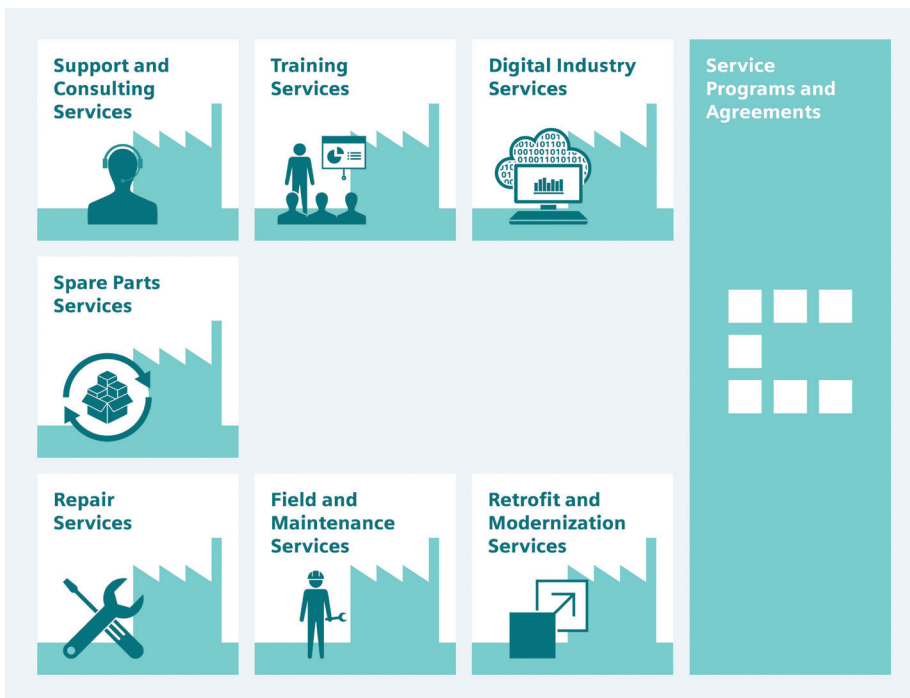# SIEMENS
Ingenuity for life

Software Management Services

Retrofit and Modernization Services

The Software Update Service (SUS) is the fastest, easiest way to keep SIMATIC software up to date anytime – automatically and at a cost that can fit your budget.

Support and Consulting Services

Training Services

Digital Industry Services

Service Programs and Agreements

Spare Parts Services

Repair Services

Field and Maintenance Services

Retrofit and Modernization Services

With the **Software Update Service (SUS)**, you automatically receive all released versions of your industrial software straight to your door. This includes all upgrades and service packs to keep your industrial software current, at no additional charge. Using the latest software and updates, you can take advantage of the improvements and innovations we have made to Siemens products. The result: reduced Total Cost of Ownership (TCO), optimized engineering productivity, and improved Overall Equipment Effectiveness (OEE) at an effective cost.

Online Software Delivery (OSD) gets your licenses and software even faster – whether it's a new order, upgrade or service pack. No matter where or when, you can download licenses and SIMATIC software from the Internet. It's as reliable as shipping software via conventional mail – but a lot faster and environmentally-friendly.

usa.siemens.com/services

We offer two levels of Software Management Services: Software Update Service (SUS) and SUS Online Delivery (OSD).

- **Software Update Service (SUS)** provides you with all newly released upgrade and service pack versions of your SIMATIC industrial software. Data storage media sets are delivered to your workplace at no charge or, you can choose to be notified automatically about updates via email. The service is matched to the duration of your contract and paid based on an annual subscription fee.

  The annual flat rate for the SUS is significantly more favorable than a single upgrade and improves transparency for better budget planning.

  Your only requirement is a valid software license for the latest available software version. One SUS is required for each installed software license and you can bundle all of your SUSs into a single SIEPRO Technical Service Agreement.

- **SUS Online Software Delivery (OSD)** is a new way of delivery that automatically provides all released materials for SIMATIC software as electronically downloaded media. That goes for all contract documents, licenses, upgrades and updates. An email is sent and contains all information and instructions for downloading the software and files. You can be sure the automation software you're using will always stay up to date, anytime, right away – and without any of the additional logistical effort that comes with sending physical data packages.

	Software Update Service (SUS)	SUS Online Software Delivery (OSD)
Delivery	Storage data media set, physical package	Email, electronic download
Length of Service	12 months	12 months
Payment Schedule	Annual subscription fee	Annual subscription fee
Requirements	Valid software license for current software version	Valid software license for current software version

Get help when you need it – click or call

INTERNET

Online support request – 24/7 support website
The Industry Online Support site, (support.industry.siemens.com), is your central location for comprehensive service and support information. You can even submit Support Requests online (Basic Support only), which saves valuable time. By initiating your support request online, you will also see suggested information related to your question and you can easily track the status of your request .

This site also gives you access to FAQs, manuals, certificates, application examples, tools, and much more. Check out the Online Support Forum, where you can participate in discussions with others and benefit from their knowledge and experience.

Phone support – 800-333-7421
For Basic Support, or to obtain one of our optional Technical Support services, you can also contact our Industry Customer Care Center. Our Industry Customer Care Center is staffed 7x24x365 with agents available to help you get the support you need. This team is your single point of contact for:

- Technical Support
- Emergency Spare Parts
- Repairs
- Field Service