



**SIEMENS**

*Ingenuity for life*

## SIEPRO® Technical Service Agreements for Automation Systems

Whether you are a small, mid-size or large manufacturer, a SIEPRO® Technical Service Agreement (TSA) can help boost your business' operating efficiency, reduce down time and widen your competitive edge. Our range of industry services for automation systems and product groups includes maintenance, modernization, repair and spare parts options. A TSA lets you choose the exact services you need to create a tailored program that best complements your plant, resources, and budget.

If you want to talk with an engineer on a priority basis, access technical support 24/7, or ensure guaranteed Siemens spare parts, we give you options to bundle these services in a cost-effective contract. You will be able to precisely budget your annual service and maintenance expenses with predictable charges. Best of all, the scope of your agreement can be expanded to solve new challenges or take advantage of emerging business opportunities.

Within the scope of a TSA, Siemens also offers two pre-configured service packages for our automation customers. Tier I includes our standard recommended services to keep systems operating efficiently and reliably. Tier II includes all of the features defined in the previous tier plus adds a block of hours for an on-site field service engineer or technician with their respective part numbers.

### Benefits of choosing the Tier I and II Automation TSA:

#### Customer Benefits

- Fixed pricing and cost transparency to improve budget planning
- Extended asset lifecycle and increased plant reliability
- Faster troubleshooting with system and error analysis by Siemens Technical Support experts
- Efficient commissioning and reduced engineering costs
- Skills reinforcement to create effective onsite staff
- Insights for better decision-making concerning spare parts inventory and lifecycle status

## Choose the right service level for your plant, staff and budget.

Services included	Level I Part No. A6X30114856	Level II Part No. A6X30114857
Technical Support – Priority 24 x 7 x 365 (1-3 contacts)	✓	✓
Technical Support – Extended (4 hours)	✓	✓
Spare Parts – Asset Optimization Service* (100 MLFBs)	✓	✓
Training – Self-paced Learning (1 user/10 courses)	✓	✓
Training – How to Video Library (1 technology/12 months)	✓	✓
Field Service Engineer – Block of hours (24 hours, incl. expenses)		✓

\*AOS data collection is not included and customers are required to submit the list of part numbers.

### Technical Support – Priority Support

- Answers to questions of functionality and the application of Siemens products and technology
- Support access 7 x 24 x 365, including holidays
- Target response (when callback is required) is 30 minutes or less during normal business hours, 60 minutes or less after hours

### Technical Support – Extended Support

- 4 hours of in-depth guidance and advanced assistance for complex situations (examples: programming guidance, commissioning assistance, extensive troubleshooting)
- Available 8 x 5, M-F, excluding holidays
- Target response time is 2 hours or less

### Spare Parts – Asset Optimization Service

- Analysis of plant install base and stocked spare parts inventory.
- A standard report indicates inventory surpluses and shortages, and provides recommendations for improving the spare parts stocking strategy

### Training – Self-paced Learning

- Set your own pace for learning from 600+ online, industrial courses
- A flexible user interface featuring high-quality graphics, well-written on screen text, supporting voice-over narration, and interactive exercises
- Courses can be completed in 1-2 hours and include pre-/post- testing to help gauge the learning impact.

### Training – How to Video Library

- Video refresher courses provide on-demand instruction and are designed with all levels of experience in mind
- On-demand instruction to refresh critical topics with 3 minute (average) task-based videos

### Field Service Engineer – Block of hours

- Flexibly schedule a field service engineer or technician to maintain your Siemens equipment at optimal levels

### Our Knowledge – your Success

From day one, you benefit from our comprehensive technology know-how and the industry-specific competence of our dedicated team of engineers, technicians, and specialists to deliver the services you need – safely, professionally and in compliance with all regulations. We are on-call, on-site, and on-line 24/7, to support you where you need us, when you need us. Call us today at 1-800-333-7421 to get started.

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