



Large Drives Applications

## Cover your ASSETS!

### COVID-19 @ Large Drives Applications – Cover your assets!

With the **threatening increase of COVID-19 spread**, our daily schedules, living routines and working behaviors have dramatically changed. We would like to ensure you that we are here for you, trying to provide up-most contingency in daily operation. **Our global Service Operation Headquarters in Germany together with our local setup in the regions are prepared to further provide our services to you.**

Siemens is known for high class services and setting benchmarks in digitalization. We take these hard times as a challenge to prove that we step-in and steer the digital era in industry services. We all face tremendous changes and challenges during these times, but we can assure you one thing that will not change – high class services provided by us Siemens to you our customers each day and every day.

Today, we start with our **cover your assets campaign to tackle the challenges** and to support you wherever needed.

#### Convincing value-adds



**We are close to you – also via remote!**

With service centers in more than 44 countries worldwide, we are always close to your location.

But especially in these challenging times when social distancing measures are enforced across countries, we focus on providing our services remotely.



**You are our first priority**

You as our customers are our first priority, 24 hours a day, 365 days a year. Service is our attitude and even in hard times, our goal is it to support you in your daily challenges so you can focus on what is important to you.



**More than 2,000 service experts**

Our worldwide network of specially trained personnel provides you with a high quality service. We provide direct remote access to our experts via web link communications or help-desk service stations.



## Operational challenges? Get remote support by one of our experts!

Our help-desk provides you **remote support and quick answers** to your questions. As needed we involve our experts remotely via phone or video conference to guide your experts on site.

We offer a wide range of different **remote support** solutions. Our experts are specially trained to guide and support you also remotely. If a verbal support is not sufficient, we can also establish video livechat to guide you through your challenges. In case your assets are already digitally enabled with SIDRIVE IQ we can supply our **SIDRIVE IQ based services** and ensure professional support via **expert assistance** or **expert diagnostics** based service agreements.

If your assets are not digitally enabled yet – please consider the benefits of digitalization for future. Not only in challenging times, during which people cannot travel or do not have easy access to the assets, we face high customer benefits in monitoring and managing your assets from remote.

**Cover your assets now! Contact us:**

[www.siemens.com/switch-to-remote](http://www.siemens.com/switch-to-remote)  
[cover.your.assets.industry@siemens.com](mailto:cover.your.assets.industry@siemens.com)

### Spare time? Let's review your assets together!

Your warehouse team has to work and operate from home office? Our own experts are facing the same situation.

Let us use the commute time we are saving with remote working to collaborate remotely and perform asset management.

With our **Asset optimization services**, we provide a professional screening and health check of your spare parts and repair parts stored in your warehouses. We provide a comprehensive analysis of parts that are critical to maintain and how to effectively monitor storage conditions. In case needed we can provide quick offer solutions to ensure proper spare parts management.

### Safe operation? Let's perform a quick health check of your assets!

Send us the operational data of your assets or provide us a direct link into your assets via **SIDRIVE IQ based services**. To ensure safe plant operation we will provide a quick health check with a recommended follow up options on how to maintain your operation and areas to focus on to avoid unplanned downtimes.

### COVID-19 tips from WHO - Stay healthy!

- If you must stay at home, maintain a healthy lifestyle – including proper diet, sleep and exercise.
- Gather information that will help you accurately determine your risk so that you can take reasonable precautions.
- Limit agitation by lessening the time you and your family spend watching to media coverage that you perceive as upsetting.

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