

# Remote Services for Process Automation and Instrumentation

Innovative solutions for engineering, commissioning and maintenance

# Remote Services

## The challenge

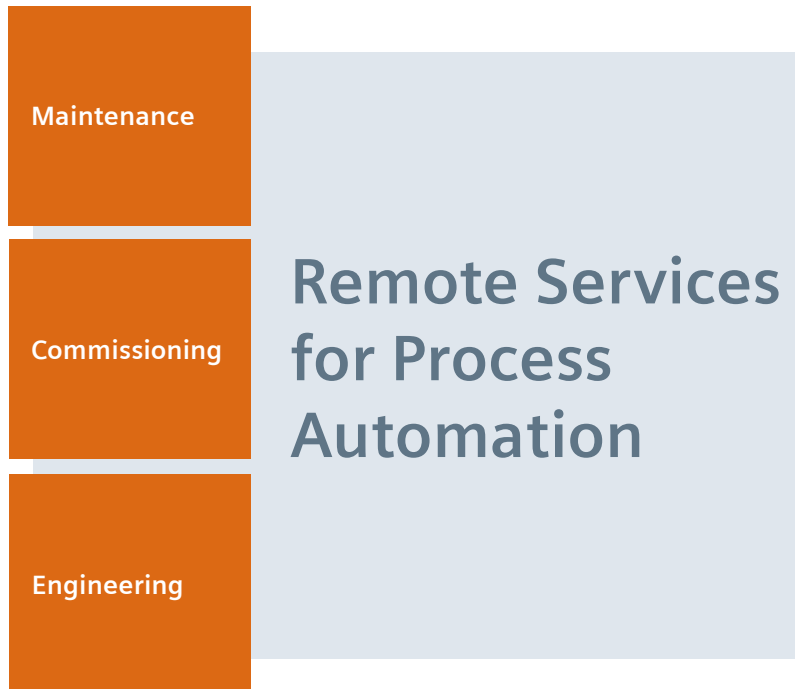
### Demand from market and customers

- Professional extension and optimization of service options
- Rising quality requirements necessitate a higher service level
- The heightened complexity of systems makes it increasingly important to use specialists
- Rising security requirements necessitate the professional protection of sensitive data
- The growing cost pressure in service calls for economical, flexible and sustainable solutions



# Remote Services

## The solution



### **In every phase of the lifecycle**

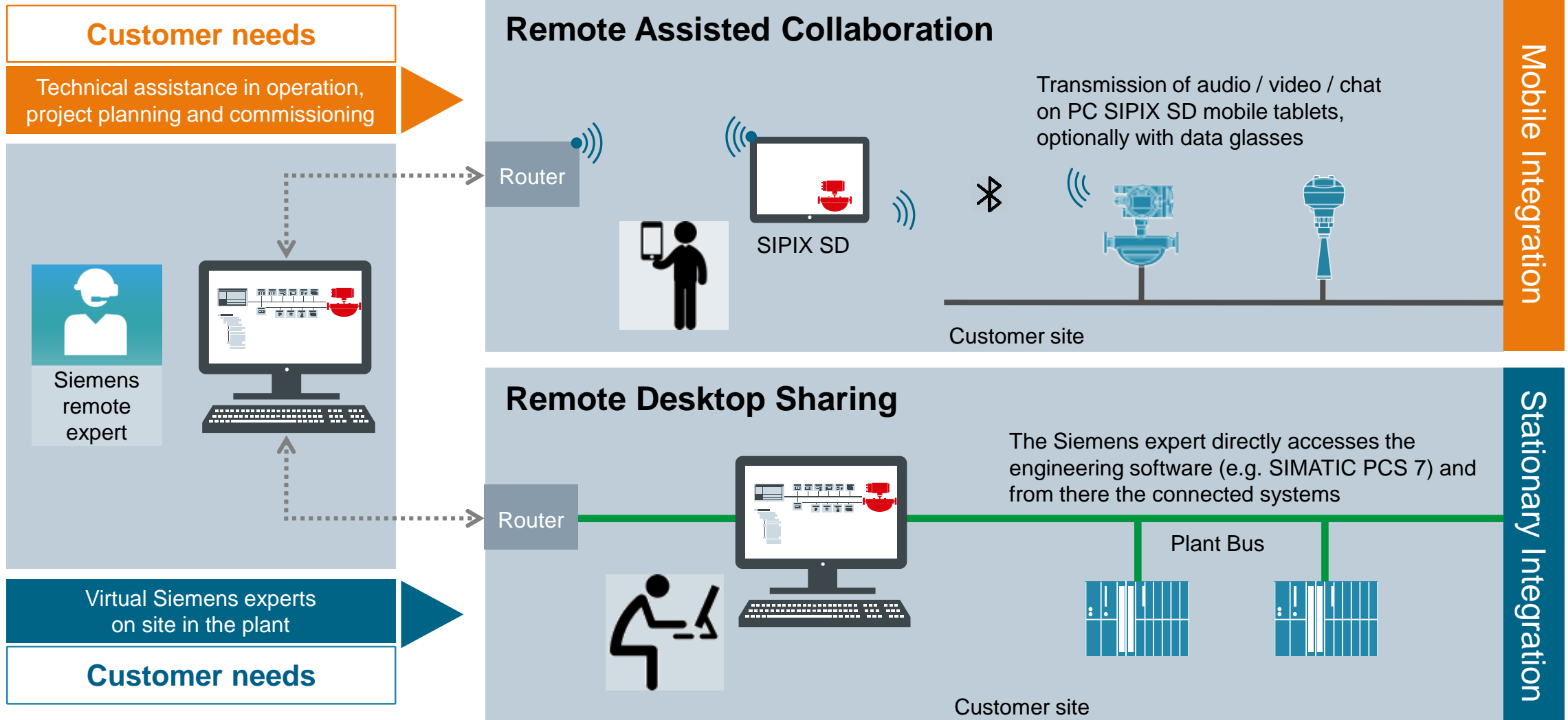
The engineering, commissioning and maintenance of automation systems require a considerable expenditure of both time and personnel, regardless of whether it takes place within or outside of areas at risk of explosion.

Precisely these service activities can be optimally supported or even performed by remote access using modern and effective communication media.

In this regard, it is extremely important to ensure compliance with the growing requirements for IT security and the traceability of remotely delivered services.

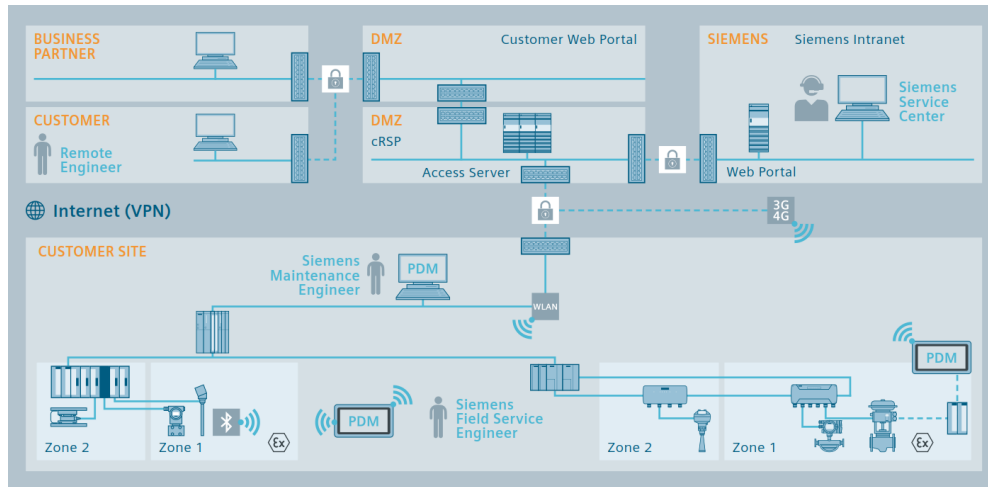
With our offering of platform-based remote services, our customers can access the centrally available know-how of the product manufacturer from anywhere in the world, at any time.

# Remote Services Use Cases



# Platform-based remote service infrastructure

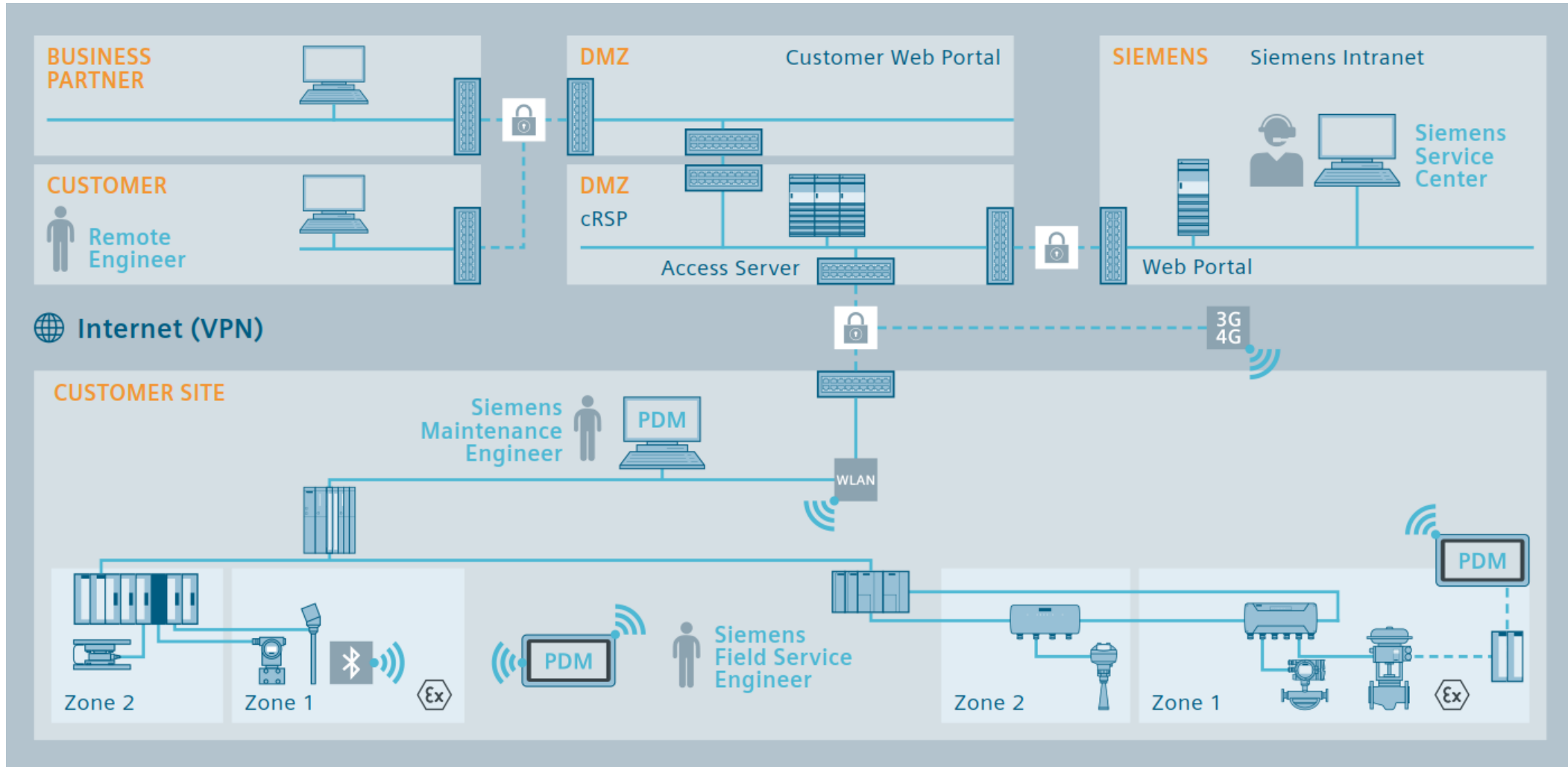
## Siemens common Remote Service Platform (cRSP)



### cRSP functions and benefits

- A graduated security and access concept
- Secure and monitored communication
- The reduction of administrative expenses thanks to the centralized administration of all system accesses
- Centralized monitoring, logging and reporting of remote accesses, with continuous monitoring by the customer
- Absence of feedback effects thanks to the separation of the different networks (DMZ)
- Compatibility with general industrial security concepts
- Certification under ISO27001 / CERT
- The Customer Web Portal – a optional extension of the cRSP – allows the customer to centrally manage all accesses.

# Platform-based remote service infrastructure Siemens common Remote Service Platform (cRSP)



# Technology-based services

## Remote Desktop Sharing



Remote Desktop Sharing allows the Siemens expert to access the parameterization software (e.g. SIMATIC PDM or SIMATIC PCS 7 ES) and from there the systems and field devices connected to this software – in full compliance with industrial security standards and safety regulations.

In this use case, the Siemens expert himself can transmit documents and perform the parameterization or configuration. With Desktop Sharing, moreover, more than one remote expert can access the software simultaneously.

Unlike Remote Assisted Collaboration, in this case a Siemens expert remotely accesses the parameterization environment and/or the connected systems and/or field devices directly.

# Technology-based services

## Remote Assisted Collaboration



With this service, a Siemens expert assists the service technician on site in the plant, also based on the Siemens common Remote Service Platform (cRSP).

Using the PC SIPIX SD Tablet (service device), video images can be transmitted and audio communication and live chat can be performed via an independent VPN channel. The on-site expert is guided through the service process with the aid of instructions drawn on the camera image (AR functions).

In addition, using data glasses enables the service technician to work on field devices with both hands because the Siemens expert displays text and/or transparent images within the service technician's field of vision or gives audio instructions.



# SIPIX SD

## Siemens Process Industry Expert Service Devices

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### Desktop Sharing

- Remote control of SIPIX SD by an expert
- Compliance with current industrial security standards
- Reporting of remote sessions via logging and audit trail reports
- File transfer functionality for data sharing
- Multiple experts can access one SIPIX SD at the same time

### Assisted Collaboration

- Video collaboration enables an expert to guide the service technician
- Independent VPN channel for desktop sharing session
- Audio/voice transmission without using a mobile phone
- Enhancement with data glasses
- Live chat with more communication features
- YouTube video share

# Remote Services

## The benefits for your plant

### Engineering

If necessary, the project engineer can quickly consult a Siemens expert on the subject of a specific problem and jointly solve it with him on the same screen.

The Siemens expert also has the option of guiding the project engineer through the engineering tool and even make entries himself.



### Commissioning

Devices that have already been installed mechanically are not yet connected to the overall control system. In addition, networks for communicating with the outside world are often not available.

This is where our Remote Assisted Collaboration approach pays off. This infrastructure based on the SIPIX SD tablet allows for many communication options.



### Maintenance

In most cases, maintenance is generally performed on the device on site and in its installed condition.

This makes it particularly difficult to consult outside experts in the maintenance phase.

Also in these cases, Remote Assisted Collaboration based on SIPIX SD offers many ways for a Siemens expert to provide technical support.



# Benefits from Remote Services

## Sustainable



The fast and worldwide availability of expert know-how is ensured in the long term.

## Secure



The entire remote infrastructure is based on proven IT security concepts for the industry.

## Innovative



By using proven industry service tools and state-of-the-art collaboration software, you benefit from an innovative service concept.

# Remote Services für Prozessautomatisierung und -instrumentierung

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