



SIEMENS

Ingenuity for life



Heat Energy Services

Engineering Support

www.siemens.co.uk/heatenergyservices

Siemens: trusted partner for innovative safe and compliant solutions

Siemens' experienced Heat Team of highly skilled engineers offers centrally-managed national coverage to multiple wide-ranging projects.

As a reflection of Siemens' company-wide commitment to customer excellence, the Engineering and Data Management Services Teams work in tandem to rectify any issues before they become a problem for the customer. These issues are discovered through constant monitoring and management of a client's systems by the Data Management team.

Service Offering

PROACTIVE - Siemens has a successful, proactive approach to fault fixing, although, on occasions when failures do occur, our ethos of 'fix first time' ensures any inconvenience to the customer is minimised. The quick actions taken by our engineers in these situations are derived from the team's rich history of working with primary utilities.

SKILLED – Our team's skills also extend into maintenance as part of our 'customer first' philosophy. While the timely and reliable supply of billing data is our focus, we understand that for the end consumer the operation of their heat and hot water delivery systems are of utmost importance.

RAPID - PPM-based services are available in addition to rapid response contracts to manage those occasions when the loss of heating and hot water becomes a priority.

KNOWLEDGEABLE – Siemens vast knowledge of the market means we understand there are vulnerable customers who require special understanding, and we make sure our services are tailored to meet their individual needs.

Customer Service Wrap

Our engineers actively engage the end customer as they use our support systems to deliver excellent service

and provide rapid response. This involvement is a key requirement for high levels of satisfaction, even when troublesome problems occur.

Project management

On-time and to-budget project delivery is safeguarded by Siemens' accredited project management system: PM@Siemens. Our project managers bring engineering excellence, technical and product knowledge, and an uncompromising focus on Zero Harm to every project they manage.

Health and Safety

Siemens has a comprehensive and unwavering focus on Zero Harm. Our investment in our Zero Harm programme has been recognised every year for the past nineteen years by The Royal Society for the Prevention of Accidents (RoSPA) with presentation of its prestigious Gold Award.

“Siemens leads with the highest quality data provision and analysis with customer service as its top priority”