

Customer Services

Maintenance and Field Services

- Electrical, Mechanical/Civil BoP/ GA Assets
- (Un)Scheduled Maintenance
- Statutory Inspections

Repair and Emergency Services

- Repair Services
- Emergency Services
- 24/7 First Level Support
- 24/7 Second Level Support

Spare Part Services

- Spare Parts
- Strategic Spare Part Program
- Spare Part Management
- Obsolescence Management

Modernization and Retrofit Services

- Modernization, Retrofit and Refurbishment
- System Upgrade and Uprate
- Life Extension / System Integration

Digital Services

- Operation Control and Switching
- 24/7 Remote Services
- Marine Coordination /Surveillance
- Cybersecurity

Training Services

- Safety Training
- Product Training
- Expert Training
- Vessel and Helicopter Training

Support and Consulting Services

- 24/7 Customer Support
- Technical Consultancy
- Safety Consultancy
- Organizational Consulting

Service Programs

- Standard Service Packages
- Full Scope Services
- Availability Warranty

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SIEMENS
Ingenuity for life



On Call Duty
For Energy Transmission
and Distribution

[siemens.com/td-services](https://www.siemens.com/td-services)

Our Service for On Call Duty

- Availability
- Technical expert support
- Spare part storage and field deployment

Availability

Our offer

- We are at your disposal 24 hours a day, 365 days a year

Your benefit

- You can reach us any time of day or night, also on weekends and public holidays around the clock



*Focus on your core business,
we care for the infrastructure.*

Technical expert support

Our offer

- Technical assistance for your operational staff
- Remote data connection
- Remote diagnostics
- Remote maintenance

Your benefit

- You have access to our network of experts that support you competently by phone
- Optimized reaction times and minimized costs through remote connection to your assets

Spare part storage and field deployment

Our offer

- Assured reaction time
- Availability and storage of agreed spare parts
- Fault analysis on-site
- Recommendations

Your benefit

- Experts evaluate occurred failures on-site
- Necessary action can be taken promptly
- We support you with technical and economical recommendation