



SIEMENS

SIEMENS SMART INFRASTRUCTURE

Contact Directory 2021

Siemens Southern & Eastern Africa

Smart Infrastructure intelligently connects energy systems, buildings, and industries to adapt and evolve the way we live and work.

We work together with customers and partners to create an ecosystem that intuitively responds to the needs of people and helps customers to better use resources. It helps our customers to thrive, communities to progress and supports sustainable development.

We do this from the macro to the micro level, from physical products, components, and systems to connected, cloud-based digital offerings and services. From intelligent grid control and electrification to smart storage solutions, building automation and control systems to switches.

Smart Infrastructure Portfolio Offering

Medium-voltage power distribution

Our comprehensive portfolio for medium-voltage power distribution enables a more economical and responsible use of electrical power through the application of smart grids. This integrated approach to medium-voltage power distribution is at the heart of energy-efficient infrastructure, buildings and industrial applications. It ensures the reliable and resilient supply and it supports the development of green cities.



Low-voltage power distribution

Whether in industry, infrastructure or buildings, every environment is dependent on a reliable power supply – and electrical products and systems featuring maximum safety and optimum efficiency are essential.

Our comprehensive portfolio of low-voltage power distribution and electrical installation technology covers every requirement – from switchgear to the socket.



Energy automation and smart grid

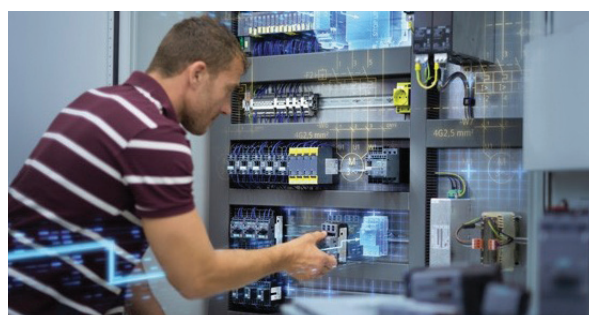
Distributed energy systems, the integration of renewable energy sources and aging grid infrastructures are creating new challenges for the safe and reliable supply of power.

Through energy automation and smart grid solutions, we provide future-proof solutions that evolve with our changing world.



Industrial controls

The challenges in today's industrial world are becoming greater: The efficiency of machines must be increased, and new directives and guidelines must be observed. With our comprehensive standard, engineering and digitalization know-how in the field of industrial controls, we support companies worldwide in becoming even more flexible. For this, we offer SIRIUS – our portfolio of electrical products and systems finely tuned to meet your requirements.



Building systems, solutions, products and services

People spend 90% of their lives in buildings. The quality of the interior environment has a profound impact on quality of life. Through innovative building technology we provide intelligent automation technologies and services for commercial, industrial and public buildings and infrastructures. As a trusted advisor and reliable partner, a system integrator, service provider and product vendor, we help to create efficient, safe, responsive and responsible environments – and so we are creating perfect places.



Get in touch with **Siemens** **Smart Infrastructure**

If you'd like to find out more about smart infrastructure from Siemens Southern and Eastern Africa and how it can help you, we'd like to hear from you.

A central Email address can be used if you do not know who to contact in the below list, all enquires will be reviewed and distributed to the relevant Siemens representatives, alternatively, if you are more comfortable speaking to someone, our direct support numbers can be used.

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| Distribution Systems: | mvsupport.za@siemens.com |
| Digital Grid: | substationsupport.za@siemens.com |
| Electrical Products: | lvswitchgear.za@siemens.com |
| Operating Hours: | 07:00 - 17:00 (Monday to Friday excluding public holidays.) |

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Sudan

Postal & Physical Address: German Embassy, Compound Riverside,
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Africa Branches

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Distribution Systems

Lead business portfolio

A comprehensive portfolio for medium-voltage power distribution enables a more economical and responsible use of electrical power through the utilization of smart grids. An integrated approach to medium-voltage power distribution is the basis for green cities; energy-efficient infrastructure, buildings and industrial applications, and high supply reliability.

Medium Voltage Systems

The primary task of medium-voltage switchgear is economical and reliable power distribution. We take this responsibility seriously and offer products and solutions for medium-voltage systems to our customers around the world. Our optimally coordinated systems meet the growing technical requirements and ensure reliable power distribution – in air-insulated or gas-insulated switchgear, and for applications outdoors or on the ocean floor.

- Air-insulated switchgear for primary distribution systems
- Gas-insulated switchgear for primary distribution systems
- Gas-insulated switchgear for secondary distribution systems
- Outdoor Distribution Equipment
- Generator circuit breaker switch gear
- Photovoltaics – Inverters and battery storage solutions.

Distribution Systems

Lead business portfolio

Medium Voltage Services – LV and MV Services, Maintenance and Breakdown Support

Even the most reliable and rugged distribution assets are subject to wear and aging as they are used for 40 to 50 years. To avoid expensive failures and downtime, your medium-voltage equipment needs excellent care and ongoing service. That's why we support you throughout the entire life span of your devices, maintaining them in the best possible shape and even increasing their performance, while at the same time saving on investments and reducing lifecycle costs.

- Asset Audits
- Substation Modernization and retrofits
- Monitoring and diagnostics
- Preventative maintenance
- Service programs
- Spare parts
- Upgrades and Uprate-adjust assets to changing asset demand.
- Extension – Adjust substations to increased demand and needs while minimising organisational impacts.

Medium Voltage Solutions

Our demand for energy is growing worldwide. Yet our environmental awareness is growing at the same time, and we are setting ambitious goals to reduce CO2 emissions. As a result, there is a growing demand for renewable energy sources, but without compromising the reliability and safety of the energy distribution. Siemens offers a consistent, comprehensive portfolio of innovative energy distribution solutions from initial planning to commissioning and expert service, all from a single source.

- E-House: Plug & play power supply solution.
- SIESTORAGE: Storage system for electrical energy.
- SIHARBOR: Shore connection system for ships.
- eMobility Charging Ecosystem – AC and DC Charging.
- Central Inverters
- Battery Storage – Fluence.

Distribution Systems

contact details

Air Insulated Switchgear (AIS)

<https://new.siemens.com/global/en/products/energy/medium-voltage/systems.html>

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Gas Insulated Switchgear (GIS)

<https://new.siemens.com/global/en/products/energy/medium-voltage/systems.html>

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Ring Main Units (RMU)

<https://new.siemens.com/global/en/products/energy/medium-voltage/systems.html>

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Outdoor Reclosing Devices

<https://new.siemens.com/global/en/products/energy/medium-voltage/systems/outdoor-systems.html>

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Outdoor Distribution Equipment

<https://new.siemens.com/global/en/products/energy/medium-voltage/systems/outdoor-systems.html>

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Outdoor Disconnect Switches

<https://new.siemens.com/us/en/products/energy/medium-voltage/medium-voltage-outdoor-distribution.html>

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Generator Circuit Breaker Switchgear

<https://new.siemens.com/global/en/products/energy/medium-voltage/systems/gbs.html>

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eMobility

<https://new.siemens.com/global/en/products/energy/medium-voltage/solutions/emobility.html>

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Photovoltaics:

PV Skid, Reactive Power inverters, String Inverters, Hybrid and battery inverters, PV monitoring and Solar PV Accessories

<https://new.siemens.com/global/en/products/energy/medium-voltage/solutions/electrical-balance.html>

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Service Business

<https://new.siemens.com/global/en/products/energy/medium-voltage/mv-system-services.html>

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Sivacon S8 Plus Low Voltage Switchboard

<https://new.siemens.com/global/en/products/energy/low-voltage/systems/s8-power-distribution-boards.html>

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Sivacon 8PS Busbar Trunking Systems

<https://new.siemens.com/global/en/products/energy/low-voltage/systems/8ps-busbar-trunking-systems.html>

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Distribution Systems

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E House – Plug and Play

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SIHARBOR

<https://new.siemens.com/global/en/products/energy/medium-voltage/solutions/siharbor.html>

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Battery Storage- Fluence

<https://new.siemens.com/global/en/products/energy/medium-voltage/solutions/siestorage.html>

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Central Inverters- SINACON PV

<https://new.siemens.com/global/en/products/energy/medium-voltage/systems/sinacon-pv.html>

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Service - Maintenance / Breakdown / Support

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Digital Grid and Energy Automation

Energy automation and smart grid

Ready for the things to come with energy automation and smart grid solutions?

Developments such as distributed generation, new service offers, and sector coupling give rise to new challenges. The extensive Siemens technologies, products, services, and solutions live up to them economically and in the best way possible.

Protection Relays for digital substations

High-performance protection makes your power supply future-proof!

Protection relays are essential for network operators, electricity suppliers, and industrial enterprises in every sector. For over 100 years, Siemens has been offering successful and always innovative SIPROTEC protection relays and technologies. This means long-term user satisfaction with the products and solutions, with services, and with a partnership with a genuine global player. Siemens is the ideal partner for overcoming the challenges of the digital future.

Grid operation and control

Digitalization and decentralization are transforming the energy landscape right down to its very foundations and at amazing speed. That's why Siemens provides smart solutions that help exploit for the benefit of grid operators what appears to be a challenge: digitally enabled products, solutions, and services that enhance the operation of grids of any size with valuable information, this way ensuring economic and energy efficiency, reliability and resilience, and a higher degree of sustainability.

Digital Grid and Energy Automation

Substation Automation that sets the standards

The flexible control and monitoring system. The comprehensive SICAM portfolio offers network operators and utilities everything they need for future-proof substation automation – anywhere in the world.

- Substation automation and remote terminal units (RTU)- A successful automation system is the foundation for a high level of functionality and flexibility.
- Control, monitoring and diagnostic products- Operation & Monitoring as well as archiving and evaluation of non-operational data are important aspects of a modern substation automation System.
- Engineering tools for substation automation- State-of-the-art-software solutions for automation tasks.
- Bay controller - The use of innovative basic technology such as microprocessors and signal processors has made it possible to construct integrated bay controllers that help cut the cost of automation in power supply systems through their extensive functionality.
- Short Circuit Indicators- Precise fault location is the base for a quick service restoration at lowest costs. Monitoring the condition of the feeder like load or cos ϕ will help to prevent critical network situations. Thereby, power system availability and reliability will be improved in a very economical way.

MDMS Solution – Full Smart Metering including Smart Prepay

Siemens MDMS is globally recognised as the leader in terms of Meter Data Management Systems (MDMS). The Siemens core application/platform is Siemens EnergyIP™.

Siemens EnergyIP™ is a proven, scalable, and rapidly deployed application platform that bridges the gap between IT and Operations for typical Electricity | Water and Gas smart meters, empowering utilities to take control of rapidly growing IoT data volumes by quickly converting data into actionable information. EnergyIP™ provides a proven, reliable, and cost-effective solution to help you start solving your water challenges today and across your network over the long term.

Developed, installed, and supported by Siemens, a metering innovation leader, EnergyIP™ includes core platform functionality with integration and an ever-growing portfolio of customizable apps. The platform seamlessly integrates with your new or existing metering system, providing actionable data to help address issues before they become problems, providing new ways to engage customers and strengthen relationships, and most importantly allowing you to generate a more predictable revenue stream.

Using accurate, real-time data, Siemens can help you identify vital repairs associated with your aging infrastructure. The technology works wirelessly, allowing you to detect issues from anywhere on the grid, even the difficult to reach meters.

EnergyIP™ generates real-time, actionable data that simplifies decision-making across your entire enterprise. The platform serves as a repository for all instrumentation on your distribution network, automatically collecting data from the meters, then analysing, interpreting and centralizing it to make it all easier to understand.

Market research firms such as Gartner, recognize Siemens EnergyIP™ MDM as the global leader and the most visionary in meter data management system space. EnergyIP™ has been especially recognized for Siemens/ partners into a platform that has evolved far beyond basic meter-to-cash functions, delivering a wide range of substantial business value.

Digital Grid and Energy Automation

Available through our secure cloud-based platform(s), or as an on-premises software solution, the platform allows Utilities to handle large volumes of data accurately and efficiently, eliminating the added cost, delay, and potential errors of traditional “sneaker” metering:

- Perform precise readings, multiple times per day rather than once a month.
- Analyse and quantify the benefits of future investments such as infrastructure upgrades and meter replacement.
- Generate informative bills and usage statements and engage your customers with automated conservation programs.

Additionally, in the Siemens MDMS application portfolio are key components vital to a full MDMS solution, namely:

Siemens Universal Device Integration System (UDIS)

Due to the nature of its core functionality being “Universal”, Siemens has over 70 different meter types and models that are type approved. I.e., Siemens are proud to be able to interact with different meter manufacturers and their respective meter models to allow a Utility to procure different meter without the worry of being “locked down” to a particular meter Head-End System (HES)

Siemens Asset Management Centre (AMC)

As a core roll in provisioning key asset data, such as meter and customer data, into the Siemens respective MDMS applications, AMC ensures that the integrity of the data and that the data is properly managed. Some of its core functionalities are as follows:

- Integration to a CMS to link to customer data
- Integration to UDIS to provision customer aligned meter asset data; such as GPS location, GSM signal strength, installation pictures etc
- Business Process Management
- Field Force Management
- Siemens EnergyIP™ Prepay

Siemens are proud to include a “Smart “Prepay” solution to allow Utilities to manage both “Post-Paid” and “Pre-Paid” consumers to ensure:

- 100% revenue collection
- Advanced revenue for those paying via EnergyIP™ Prepay
- Consumers managed by:
 - Block Tariff
 - TOU Tariff
 - Max Demand, etc.

Third Party STS Platform(s)

- As Siemens provides for the latest in “Smart Meter” back-end technology, STS prepayment technology is something Siemens can and has integrated as part of their full solution offering.
- All aspects of STS are covered, but using the Siemens MDMS solution, can provide for both stand alone STS prepayment meters and Smart STS prepayment meters

Siemens helps you do it all faster, and with greater accuracy than ever before.

Digital Grid and Energy Automation

Summary of Delivery Services:

Siemens includes solution configuration, integration and on-premises deployment for all the solution components described in, using PM@SIEMENS project delivery methodology. Siemens is also including administrator and end-user training on the EnergyIP™ Software (listed above) and maintenance procedures.

The proposed MDMS addresses the following key customer requirements:

- Implementation of a modern, scalable, reliable and secure automated data collection, meter management system.
- Validation, estimation and optional editing (VEE) and storage of meter reads.
- Transformation of meter reads into Usage
- Calculation and export of Billing Determinants
- Prepayment support for smart and thick (STS) meters
- Standard Reports
- Standard dashboards
- GUI access for three users with three different levels of access (View only, Edit, Create).

Siemens delivery services include:

- Nomination of a dedicated project delivery team
- On-site Requirements Analysis Workshop
- Delivery of Requirements Specification, Solution Assumptions and Solution Design Specification documents
- Solution Configuration and Integration Work
- Support for Customer Acceptance Testing of Delivered Solution
- Solution Training
- Solution Commissioning
- Solution Support during Warranty and M&S phases of the project

Microgrid Controller

Ensures reliable monitoring and controlling of microgrids. It protects your independent power supply from blackouts and balances out grid fluctuations and fluctuations in power consumption.

Solar PV Control and Monitoring

Intelligent power plant control with minimum hardware footprint. Photovoltaic Plant Control can be seamlessly integrated into existing photovoltaic power plants and earns points through the solid interplay between automation and remote control. Thanks to open interfaces and international standards, the solution supports unlimited migration and maintenance is performed through easy plug & play functionality.

Distributed Energy Optimisation

DEOP is a cloud-based software helping Energy Service Companies (ESCO), Aggregators, Campuses & Real Estate, industrial players, Utilities and EPCs and IPPs to improve performance and increase profitability. Being a Software-as-a-Service (SaaS) offering, DEOP can be implemented effortlessly and fast at low entry cost. It has never been so easy to get an overall view of your energy production and consumption regardless of energy type!

Wide area Monitoring

Power system planners and operators require powerful, flexible, and intuitive software tools to support their daily grid simulation and analysis work. To compete in this dynamic environment and position yourself as a player of the future, you need the right partner and the right tools.

Digital Grid and Energy Automation contact details

SIPROTEC Compact

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid/protection-relays-and-control/siprotec-compact.html>

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SIPROTEC 4

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid/protection-relays-and-control/siprotec-4.html>

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SIPROTEC 5

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid/protection-relays-and-control/siprotec-5.html>

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Substation Automation

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SICAM RTU

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid/power-quality-measurement.html>

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SICAM Power Quality

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid/power-quality-measurement.html>

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Meter Data Management (MDM)

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid.html>

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Grid Security

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid.html>

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Grid Planning and Simulation

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid.html>

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Digital Grid and Energy Automation contact details

Grid Operation and Control

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid.html>

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Microgrid Controller

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid/microgrid.html>

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Solar PV Control and Monitoring

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid/microgrid/photovoltaic-plant-control.html>

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Distributed Energy Optimisation

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid/grid-edge-software/deop.html>

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Wide Area Monitoring

<https://new.siemens.com/global/en/products/energy/energy-automation-and-smart-grid/power-quality-measurement/grid-monitoring-using-synchrophasors-siguard-pdp.html>

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Operations

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Building Technologies

HVAC products

From valves and actuators to sensors and thermostats: All of our products fulfil the highest quality standards. Energy efficiency, easy handling and long lifecycles are among the essential features of every single one of our products. And open communication standards like KNX and BACnet enhance compatibility and easily allow for seamless integration into building automation and control systems – this is how perfect places become a reality. Our portfolio offers you all the products you need from just one source. You benefit from consistent installation processes and easy engineering for every single product. Plus, you'll receive support anywhere and anytime, with tools and apps designed to make your work as simple as possible – so you can focus on creating perfect places for your customers.

Building automation and control

Whatever the size of the building, its purpose or application: Our comprehensive building automation and control systems portfolio allows us to perfectly tailor an automation and control solution to each project's individual needs. Openness and flexibility are the bottom line for all our systems. As a result, open communication protocols enable their easy integration with other systems and the option to modernize later on. Combining electrical and HVAC systems in a comprehensive, multi-discipline approach and designing for reliability – this is how perfect places become a reality.

Building Technologies

Fire Detection

The quicker you know about the fire, the quicker you can fight the fire. Our intelligent fire safety detection portfolio includes:

- Powerful and easy-to-operate fire control panels
- Compact panels for fire detection and extinguishing control
- Fire detectors with deception-free technologies
- A wide range of peripheral devices
- Reliable detectors for special applications

Fire Extinction

Protecting what matters.

Extinguish the fire to protect people and places. Our extinguishing portfolio for room and object protection comprises systems with natural gases or chemical extinguishing agents, gas/water-combined as well as water mist systems.

Security

Security is one of the most important enablers for the way we live and do business in a globalized world. Digitalization impacts all industries and is a powerful catalyst and enabler of change. The global security landscape and their demands are changing, protection through advanced security management and services, means safeguarding the basis of sustained competitiveness and business continuity of our customers. Our portfolio includes the following:

- **Video Surveillance** - Innovative digital product and system concepts centered on intelligent video analytics and sensor input allow the best possible coordination of system functionality with operator requirements. This becomes increasingly important for extensive and complex sites with varying security needs.
- **Access Control** - Integrated solutions for access control and time & attendance – flexible, secure, and reliable.
- **Security Management** - Powerful incident and command & control management systems offer a one-source management application that combines all of them into one user experience.
- **Mass Notification** - Reliably get your message through to the right people, no matter where they are or what they are doing.
- **Perimeter protection** - There are multi diverse threat scenarios for every individual infrastructure, therefore Siemens defines with you together your protection goals. With this knowledge and our experience, we will select the perfect components from different manufacturers' portfolios, thereby creating the best integration options - suitable for your new or existing infrastructure.
- **Intrusion detection** – The Siemens automatic intrusion system detects any attempted intrusion by sensing associated phenomena including changes of shape, position or pressure, motion, structure-borne or room noise, changes in temperature, etc.

Building Technologies

contact details

Contact Person

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HVAC control

<https://new.siemens.com/global/en/products/buildings/hvac.html>

Building Management systems

<https://new.siemens.com/global/en/products/buildings/hvac.html>

Fire detection

<https://new.siemens.com/global/en/products/buildings/fire-safety.html>

Fire extinction

<https://new.siemens.com/global/en/products/buildings/fire-safety.html>

Security

<https://new.siemens.com/global/en/products/buildings/security.html>



Electrical Control Products

Siemens Electrical Products is a global supplier of low and medium voltage products for intelligent electrical power distribution and for switching, protecting, monitoring and controlling of Low Voltage loads. In addition, we develop our own UL systems and offer type-tested IEC systems for power distribution through our franchise partners.

The Electrical Products comprehensive portfolio of low-voltage power distribution and electrical installation technology covers every requirement – from switchgear to the socket.

Low Voltage systems

<https://new.siemens.com/global/en/products/energy/low-voltage/systems.html>

Our optimally coordinated systems for low-voltage power distribution ensure consistent and thus highly efficient and reliable power distribution – from the power feed-in to the consumers. The communication-capable systems and components enable the seamless integration of electric power distribution into automation and energy management systems as well as cloud-based platforms like MindSphere for the Internet of Things (IoT).

We support the planning and engineering process with software tools and data along with comprehensive consultancy and support services.

Electrical Control Products

Low Voltage Components

<https://new.siemens.com/global/en/products/energy/low-voltage/components.html>

Our components ensure a fail-safe power supply and can be seamlessly integrated in comprehensive energy efficiency concepts as well as in building and industrial automation. Professional software and engineering data enable efficient standards-compliant planning and error-free configuration and documentation.

Industrial Control Products

<https://new.siemens.com/us/en/products/automation/industrial-controls/sirius.html>

We offer you a unique comprehensive portfolio for every industrial control application. The major advantages: With their modular design, our products can be planned and built into a control cabinet in a very simple way. They are especially easy to integrate into distributed systems.

Integrated Control Panel Design and Engineering

<https://new.siemens.com/us/en/products/automation/industrial-controls/control-cabinet.html>

Siemens offers support for control panel builders by enabling control panel standards and design, tools and data for digitalization in electrical engineering, and an aligned product and system portfolio.

Electrical Control Products

contact details

General Queries

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Solutions for Renewables

Our portfolio offering includes the following:

Substations- Automation and protection

Today power system operation is becoming more and more dynamic – which requires flexible, tailored solutions for reliable operation and efficient project management. The comprehensive SICAM portfolio offers network operators and utilities everything they need for future-proof substation automation – anywhere in the world. Design,

Test and Integration Siemens can provide the protection and automation schemes with standard configurations and should it be required to update the configurations with site specific application.

Power Plant/ Microgrid Control - a SICAM application: smart migration, seamless integration

Microgrids are a reliable alternative when autonomous power supply is needed, such as in remote areas, or when optimizations are required for higher level grids or supply costs. With grid-connected operation, microgrids enable energy to be reliably provided from renewable sources, at both high-peak and low-peak times. They can also influence reactive power and save money by regulating the maximum power demand or infeed.

Solutions for Renewables

Microgrids offer high reliability and improved energy quality. And they have a further advantage: Microgrids can operate independently of the higher-level grid. Reliable monitoring and control are the biggest challenges to stable operation of a microgrid. Intelligent energy management in very little space. Microgrid Control can be seamlessly integrated into existing distribution grids and earns points through the solid interplay between automation and remote control. Thanks to open interfaces and international standards, the solution supports unlimited migration, and maintenance is performed through easy plug & play functionality.

PV Solutions - Smart integration of photovoltaic power generation into the grid

The use of renewable energy sources is growing at a tremendous pace, a development that is presenting grids with new challenges. These include maintaining reliable stability at all times despite fluctuating levels of energy being fed into the grid. Our PV portfolio is the right answer for the challenges of the future, including:

PV DC Connection:

- Combiner Boxes
- LP Switching
- DC Fusing
- DC-Cables to Inverter

Inverter Station:

- Central-Inverter & Decentralised string inverter (Sinacon and KACO)
- MV transformer & RMU (8DJH Family)

Grid Connection:

- MV/HV Substation protection, automation & monitoring
- Switchboard Station
- MV Switchgear
- MV/AUX Transformer

Services:

- Monitoring & Control
- Warranty extension
- Tracker Control
- Operation & Maintenance
- Repair Services

Contact person

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