



**SIEMENS**

*Ingenuity for life*

Be at your best with  
Industry Services

[usa.siemens.com/services](http://usa.siemens.com/services)

# *Services for the challenges of today and tomorrow*



# Digitalize your production and keep your plant running

Industrial businesses are always seeking ways to improve the productivity and efficiency of their machines and plants – and thus looking for opportunities to increase availability and reduce unscheduled downtimes.

Siemens Industry Services can take the guesswork out of reaching your goals and help your operation reach the next level. Our portfolio offers corrective, preventive and predictive services over the entire lifecycle of your machines and plants - on a global scale and from a single provider.

## Industry Services

### Digital Industry Services



### Corrective Services



### Preventive Services



### Predictive Services

Applying hands-on expertise and advanced analytics, we take a holistic approach to optimizing your products, people and processes. We look at your technical systems, performance targets and business goals to find solutions that meet your unique needs. From boosting the productivity of your plants to seizing the opportunities of digitalization, as your partner, Siemens Industry Services has you covered.

# Corrective Services

## Fast recovery for machines and plants

Experienced experts available to assist you – by phone, online, or directly at your site, around the clock.

### Support and Consulting Services

#### Industry Customer Care Center

Basic Technical Support for current products is provided to all Siemens automation and drive customers at no charge. This service provides up to one hour of support for basic installation, operation, and troubleshooting questions. Basic Support is available from 8 am - 5 pm local time, Monday - Friday excluding holidays.

For more advanced support, we offer several enhancements to our Basic Technical Support:

- Priority Support – 8 x 5, M-F, excluding holidays
- Priority Support – 7 x 24 x 365
- Mature Product Support
- Extended Support
- Account Liason

#### Online Support

Siemens Industry Online Support website is another fast and easy way to get basic product assistance. With your free registration, you receive access to:

- FAQs and manuals
- Join forum discussions with other users
- Submit online support requests and track status
- Determine lifecycle status of parts

When on the go, use the Online Support app to instantly scan and retrieve spare parts identification, product details and more.

Visit <http://support.industry.siemens.com> to register.

### Repair Services

To keep critical equipment such as motors, drives, transformers, and control systems up and running requires highly specialized, factory-certified maintenance and repair. Siemens provides a full range of OEM repair options via our on-site services and our certified U.S. repair centers. The repair services include all measures necessary to quickly restore the functionality of defective units – not only for Siemens products, but also equipment by other manufacturers.

Siemens owns and operates 6 regional repair facilities in the U.S. that provide local repair support, quick turnaround, and guaranteed Siemens spare parts.

- On-call, on-site repair services
- US-based network of repair centers

### Repairs to original or latest factory specifications

- Computer numerical controls (CNCs), including Acramatic and Sinumerik
- Express motor delivery (for select Servo motors)
- Industrial motors (AC and DC) and generators
- Industrial PC, PLC, and HMI
- Large power transformers
- Low and medium voltage drive systems (AC and DC)
- Servo and WEISS spindle motors, motorized spindles



## Field and Maintenance Services

Regular maintenance and system availability go hand-in-hand. Whatever your specific maintenance philosophy and in-house capabilities, there is a Siemens field service solution that can be tailored to your individual need. Our capabilities range from a short call of a few hours to multiple, full-time personnel on-site - available 24 hours a day to keep your operations running.

- Startup and commissioning
- Performance inspection
- Preventive maintenance
- Embedded engineer
- Emergency and disaster relief services

## Customer Success Story

### Support and Consulting Services



Siemens Industry Customer Care Center responds to over 18,000 calls per month. One call to our center makes it easier than ever to reach technical experts, request field services, and receive after-hours emergency support or spare parts. We are available when you need us - 24 hours a day, 7 days a week, 365 days a year.

With Siemens Industry Online Support, you can click or browse to get the right support for your plant. This self-service tool helps customers search and identify over 30,000 solutions every day.

# Preventive Services

## Avoid unscheduled downtimes

### What is 1, 2 or even 5% increase in availability worth to you?

#### Service Programs and Agreements

A SIEPRO® Technical Service Agreement (TSA) gives you the power to create a comprehensive service strategy specific to your plant. Working together, our experts will help you make decisions on the exact services you need for your plant and then bundle them in a cost-savings plan. Service agreements are flexible and can be upgraded at any time during the contract period to help ensure that plant safety and availability are dependable.

- Standard SIEPRO® Technical Service Agreement for
  - Automation systems
  - Low and medium voltage drives
  - Machine tool systems
  - Medium voltage and high voltage motors
- Custom SIEPRO® Technical Service Agreement
  - Blocks of hours
  - Priority Technical Support
  - Remote support services
  - Service level commitments
  - Software Update Services

#### Spare Parts Services

To get your equipment up and running again quickly, our extensive inventory and express delivery services support your operations 24/7. Local stocking and asset management programs, warehouse networks and state-of-the-art logistics can supply spare parts without delay, saving time and money and enabling you to reduce your own spare parts warehousing requirements.

Our Asset Optimization Services feature a structured, systematic approach for the comprehensive optimization of your spare parts supply. Spare parts optimization plays a key role when balancing between plant availability and spending restraints. On average, companies can realize increased availability of 2 - 5% on average.

- Asset Optimization Services
- Guaranteed Parts Availability
- Extended Exchange Option
- OEM quality spare parts

#### Retrofit and Modernization Services

Retrofits provide enhanced performance and improved reliability, keeping your equipment up to date and efficient. Our experts replace outdated or obsolete components with state-of-the-art technology that prolongs the life and increases the overall performance of your equipment. We can retrofit newer versions of equipment into existing installations or rebuild and refurbish a complete system.

- 1:1 Standard functional replacement
- Drive train component replacements
- Motor conversion from DC to AC
- Software Update Service (recurring)
- Software migration (one-time)
- Third-party drive replacement



## Training Services

Our time-proven SITRAIN® technical learning services give employees practical, hands-on experience that helps them design, commission, maintain and operate your equipment at peak performance and with a greater focus on safety. Our engineers, field service professionals and instructors teach on world-class simulation workstations providing in-depth understanding of your equipment and systems - at our training facilities or at your site with your equipment.

- Workforce Performance Improvement Consulting
- Learning assessments
- Instructor-led learning
- Remote learning
- How-to videos
- Simulation systems

## Customer Success Story

### Service Programs and Agreements



The flexible structure of a SIEPRO® Technical Service Agreement helped a chemical manufacturer optimize the scale of their in-house maintenance organization and keep pace in managing aging systems. Building a service plan that included preventive maintenance, staff training, technical support and additional services provided an efficient lifecycle management for everything to do with their SIMATIC PCS 7 and APACS control systems. The customer was able to keep pace with ongoing developments of system technology at reasonable cost while also optimizing plant availability .

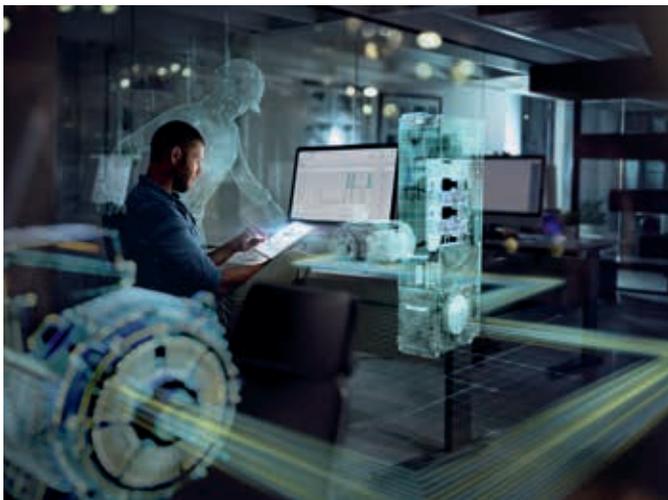
# Predictive Services

## Identify optimal times for maintenance

### What if you already knew when a machine was going to fail?

#### Digital Industry Services

As the world becomes increasingly connected, digitalization – using digital technologies to transform business operations – is a key differentiator that will enable companies to remain competitive. Initiatives like Industry 4.0 and the Industrial Internet of Things (IIoT) are being driven by billions of intelligent devices generating massive volumes of data. Turning this data into value is a critical success factor.



#### Tackle the Industrial IIoT Challenge Today

In the era of digitalization, speed is a main competitive advantage but getting started with the Industrial IIoT is a challenge. With MindSphere, you can quickly, affordably and securely connect your existing machines and infrastructure to the digital world to unleash increased productivity across your entire business.

Our Digital Industry Services can create new insights from the masses of complex data produced by your machines and production. We proactively monitor the condition of critical components and parts then collect and securely transfer the data to MindSphere, Siemens cloud-based, open IIoT operating system.

Valuable industry based applications built on MindSphere analyze the data in real time to derive actionable information that will drive business decisions. This puts you in control of selecting the best time for repairs, overhauls or a planned shutdown that will lessen the impact on your operations. Our solutions also trigger adjustments that help keep your operations as energy efficient as possible.

- Digital Drive Train Services
- Digital Services for Motion Control
- Energy Analytics
- Condition Monitoring Services
- Industrial Network Validation and Analytics
- SIMATIC Remote Services
- SIMATIC Virtualization as a Service
- SIMATIC Software Platform As a Service
- Industrial Security Services



**Comprehensive cyber security for industrial plants:  
transparency through monitoring and analysis**

Cybersecurity is a major concern for the manufacturing industry, where production environments have increasingly been the target of hacking. Quickly growing and continuously new security risks and cyber threats necessitate fast reactions. With Siemens Industrial Security Services, companies benefit from comprehensive protection combined with the specialist skills and knowledge of a global network of experts for automation and cyber security.

- IEC 62443 Assessment
- Risk and vulnerability assessment
- Automation firewall NG
- Application whitelisting
- Antivirus installation
- Industrial anomaly detection
- Industrial security monitoring
- Patch management

## Customer Success Story

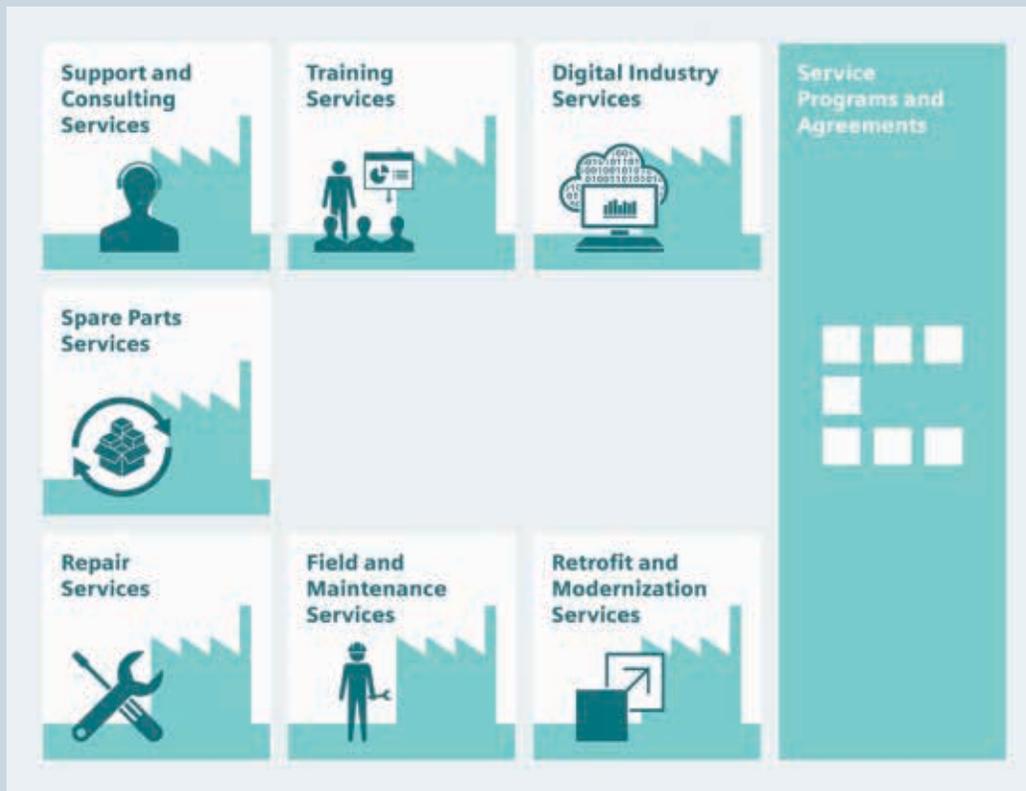
### Drive Train Analytics



Siemens Drive Train Analytics helped a power utility improve the reliability of their drive system and save nearly \$120,000 in operating expenses in the first year. Utility operators receive a continuous picture of drive status and using data and predictive indicators, were alerted to faults sooner, began diagnosis faster, and resolved events in significantly less time – 75 minutes versus an average of 6 to 7 hours. Siemens experts supplement on-site staff by providing regular insights on drive performance and being available around-the-clock to help assess unplanned issues.

# *Benefit from our Technical Knowledge and Expertise*





### Comprehensively trained service technicians

We have over 155 years of extensive experience in the maintenance and field service of automation, drive and motion control technology. Our service engineers receive extensive training in basic, advance, and expert levels of competency. They are multi-skilled across product types with experience second to none in the maintenance of your installation.

### Speed of response through local service capability

Through the capability of our local service centers, supported by strategically located specialists, we are able to offer a unique level of service, which is only obtainable from an OEM. We employ a team of experienced engineers and technical personnel providing support across the U.S.

### Benefits of choosing Siemens as your service partner

Adding value to your investment and minimizing your cost of ownership are just two of the benefits of turning to Siemens for comprehensive service support.

- Only source of OEM factory-trained and certified field service technicians
- Provision of latest product updates
- All work covered by OEM guarantees
- Professional quality and reliability of service
- Field service technicians that specialize in your product
- Zero Harm Culture protecting the health and safety of our employees, our customers and the environment



### Contact Information

Siemens dedicated service engineers, technicians and professionals across the country work with our customers every day to help keep America's industry operating safely and efficiently.

For more information on how we can help solve your challenges, please contact our Industry Customer Care Center. Our customer service specialists are available 365/24/7 and stand ready to assist - call 800-333-7421.

**Published by  
Siemens 2018**

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1-800-333-7421  
[usa.siemens.com/services](http://usa.siemens.com/services)

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