



SIEMENS

Ingenuity for life



Industry Services for
SIMATIC PCS 7

Innovative and standardized
Lifecycle Services for all aspects
of maintenance and modernization

[siemens.com/pcs7lcs](https://www.siemens.com/pcs7lcs)

Ensure serviceability and optimized availability across the entire lifecycle

Optimizing operating costs and making them predictable, protecting investments and ensuring plant availability – the key criteria for success are the availability and serviceability of your process control technology.

That's why state-of-the-art plants use Lifecycle Services with an optimized cost structure to ensure the total functionality of their process control technology for defined periods. This requires scheduled modernizations because the large-scale use of constantly developing PC systems used in automation creates major pressure to innovate.

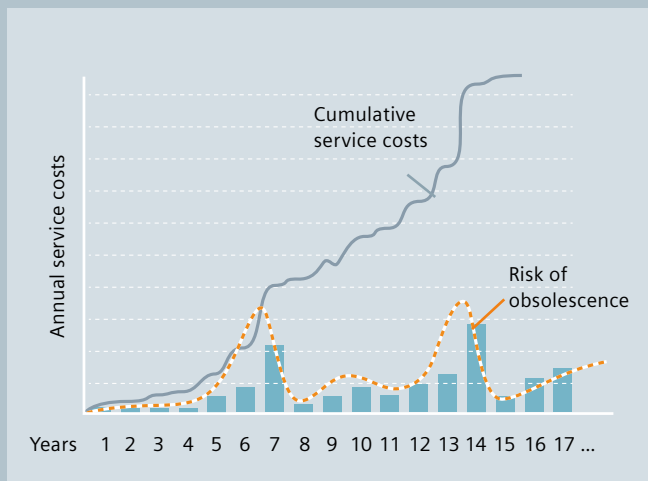
Only process control technology that keeps pace with system technology developments for the entire lifecycle lets you safeguard the value of your plant and remain competitive in terms of productivity and efficiency.

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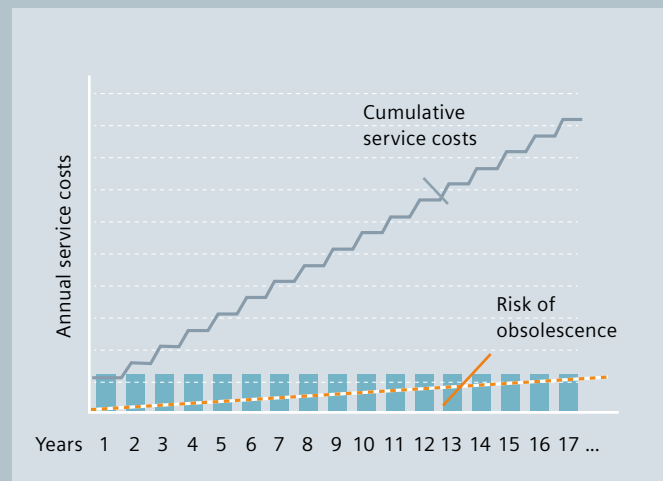
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Long-term protection for your investment, with costs you can budget for

Obsolescence management – reactive approach



Obsolescence management – proactive approach



Obsolescence management: Reactive vs. proactive approach

Reactive service concept

A reactive service concept increases the risk of obsolescence. Operating expenses and unplanned standstills can fluctuate and be hard to predict.

The investment pressure increases until an upgrade is necessary. Long-term maintenance planning is impossible, risks are difficult to assess, and the TCO (total cost of ownership) can't be transparently predicted.

Proactive service concept

With a proactive service concept, however, you can consistently plan for obsolescence risks and upgrades.

The continuous maintenance of plants keeps obsolescence risk to a minimum. Optimized costs for maintenance and modernizations (OPEX) are consistent and predictable.

Investment costs (CAPEX) vs. operating costs (OPEX)

Calculating your TCO includes both investment costs (capital expenditures, CAPEX) and operating costs (operational expenditures, OPEX).

CAPEX includes the costs of procurement, engineering, and outgoings for installation and commissioning.

Once the plant goes into operation, operating costs begin to accrue as do expenses for maintenance, which are determined by the service plan adopted.

More costs for engineering and support are also incurred when you optimize or upgrade your plant.

As your plant becomes older, you will also need active obsolescence management, which involves replacing discontinued components and performing scheduled modernization work.

Long-term assurance of serviceability



A modular Lifecycle Services Contract is made up of defined service elements and contract-specific parameters.

These plant-specific service elements and contract parameters are selected and specified in consultation with you.

The contract solution you choose will depend on the specific requirements of the plant and the required maintenance.

SIMATIC PCS 7 Lifecycle Services

The demands and requirements involved in running a plant are highly specific, especially for a service life of 15 years or more. The service requirements also vary accordingly. Siemens works with you to establish the foundations for:

- Investment protection
- System availability
- Costs of modernization and servicing
- Obsolescence management
- Migration cycles and upgrades
- Transparency and traceability
- Documentation reliability and quality management

Long-term investment protection with predictable costs

A Lifecycle Services contract offers you a lower total cost of ownership as well as predictable maintenance and modernization costs. It ensures serviceability,

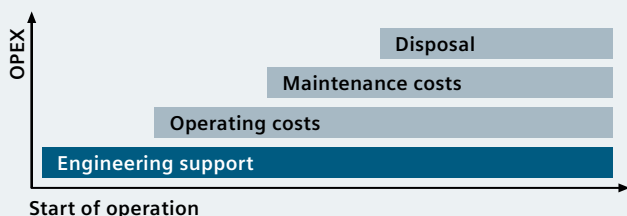
a long-term supply of spare parts, and optimized plant availability.

SIMATIC PCS 7 Lifecycle Services provide you with a powerful service program for the SIMATIC PCS 7 distributed control system.

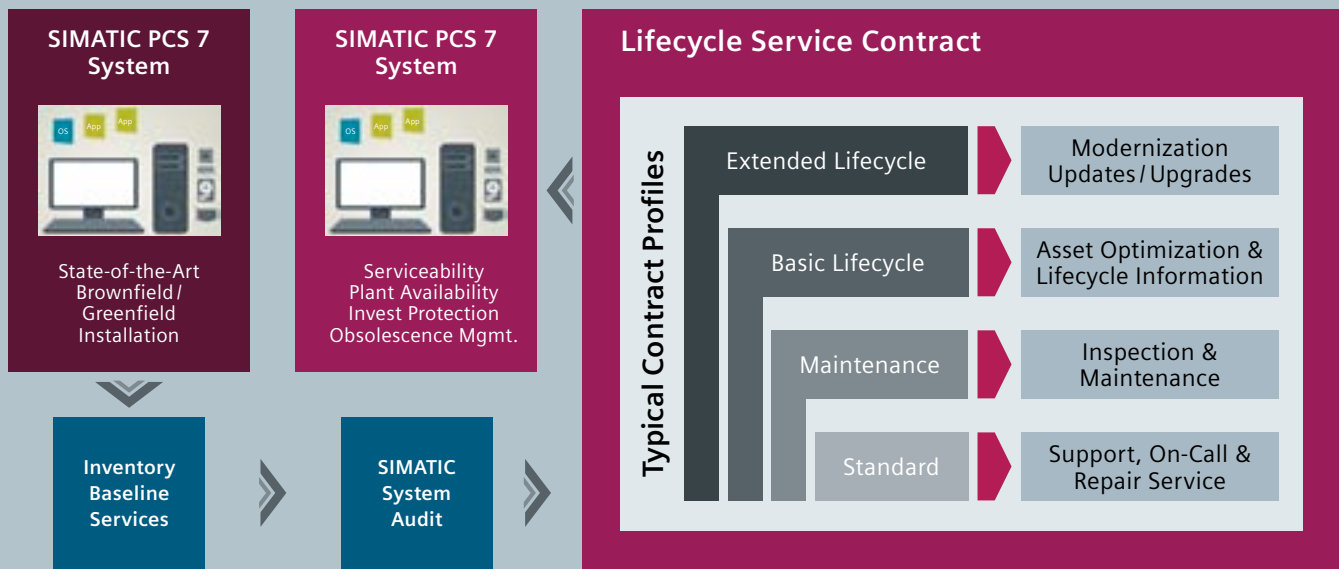
The services lay the groundwork for flexible, customized service contracts that are perfectly tailored to your needs throughout the lifecycle of your plant.

In addition to the standard services, the Lifecycle Services program also offers you proactive services that can be combined with a wide range of contract options such as contract duration and arrival/response time.

Total Cost of Ownership



Optimal availability across the entire lifecycle of the plant



Typical contract profiles in the SIMATIC PCS 7 Lifecycle Services program

Contract profiles

The custom SIMATIC PCS 7 Lifecycle Services contracts are composed of standard contract profiles that can be combined for diverse practical applications:

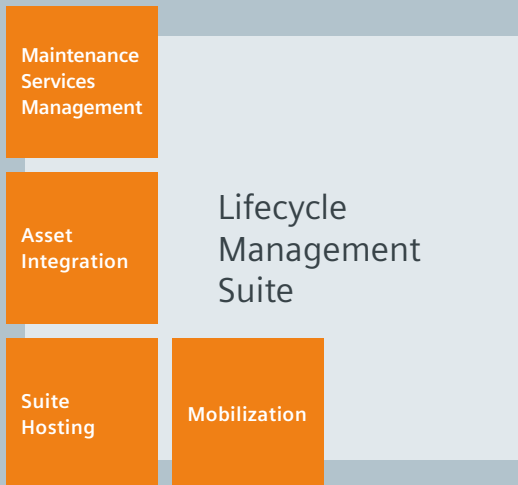
- **Standard**
Support Services | On-Call & Repair Services
- **Maintenance**
Inspection & Maintenance
- **Basic Lifecycle**
Asset Optimization | Lifecycle Information
- **Extended Lifecycle**
Modernization | Updates & Upgrades

Your benefits

- Long-term investment protection
- Modernization and maintenance costs can be predicted at the time of investment for a service life of up to 15 years (TCO)
- Improved plant availability thanks to assured arrival times for servicing, spare parts supplies and preventive maintenance
- Expertise on the part of the automation system manufacturer
- Service is ensured by a guaranteed supply of spare parts, support services, and software and contract support throughout the service life of the plant
- Project management from a single source for the entire contract term



IT-based lifecycle management optimizes maintenance



powered by COMOS

The Lifecycle Management Suite optimizes plant maintenance with planning, implementation, and documentation of all service activities.

Based on COMOS MRO, the preconfigured system provides standard operating procedures (SOPs) for Lifecycle Services that are assigned to the existing integrated SIMATIC PCS 7 system components and process instrumentation.

Integration of assets and services

The decisive added value of this offering consists of the system components integrated into the Lifecycle Management Suite, their assignment to the service standards provided, and the integration of information on system status.

Data interfaces to the SIMATIC PCS 7 control system via the iBase data collector and workflow support for user guidance can also be provided.

All planned and implemented service activities are stored in the system to ensure consistent data storage.

The COMOS MRO functions enable efficient service processes, including:

- Availability of stored maintenance information on site on mobile terminals
- Confirmation of all maintenance activities performed
- Continuous improvement of processes through analyses of maintenance histories, system status, and other data

Mobilization module

An initial setup is performed in the Mobilization module to obtain precise knowledge of:

- Products and systems in use and their lifecycle status
- Existing maintenance processes and plant documentation

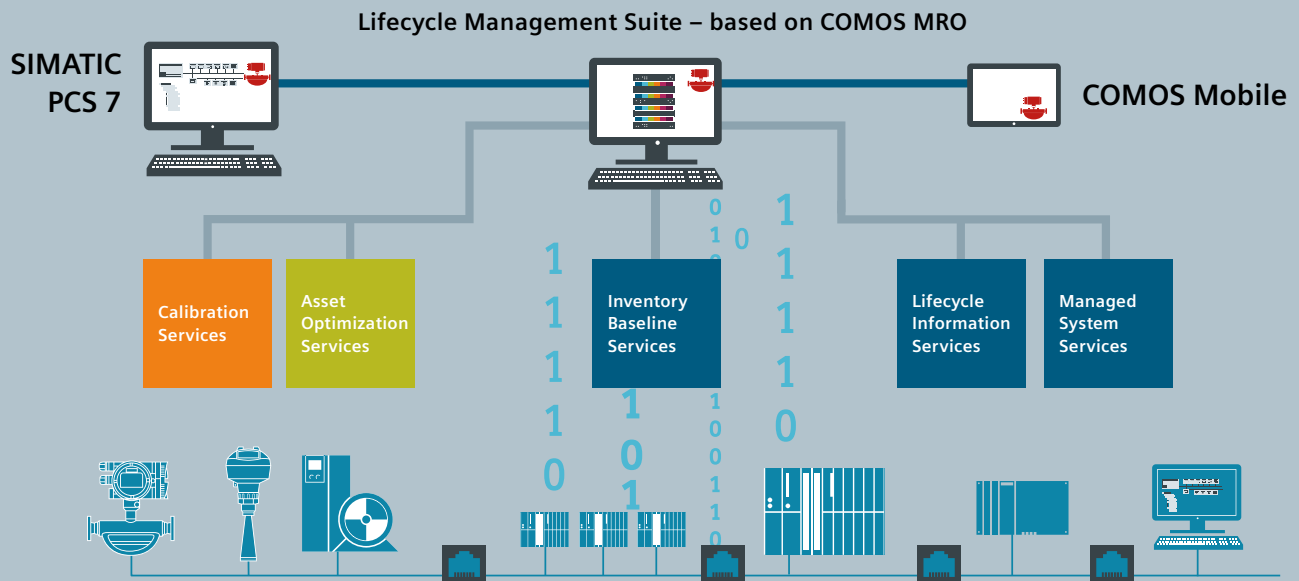
The performance of this module is a prerequisite for and therefore an integral component of all other add-on modules.

Suite Hosting module

This module contains COMOS MRO Hosting – cloud-based or on site – with support and a software update service.

Optional: integration of the SIPIX Service Tablet

Processes become more efficient and transparent



Lifecycle Management Suite based on COMOS MRO

Asset Integration module

In addition to the Suite Hosting module, this module includes:

- Integration of the installed base (iBase)
- Integrated product master data
- Optional availability of obsolescence information

Option: Analyzer Integration (automatic checkpoints)
Reports: Lifecycle Information Services | Trends

Maintenance Services Management option

In addition to the Asset Integration module, this module includes the integration of standard operating procedures for Lifecycle Services, including service checkpoints that will be performed on a regular basis.

In conjunction with the imported project data and parts lists from SIMATIC PCS 7 installations, this module can be used to automatically generate service schedules.

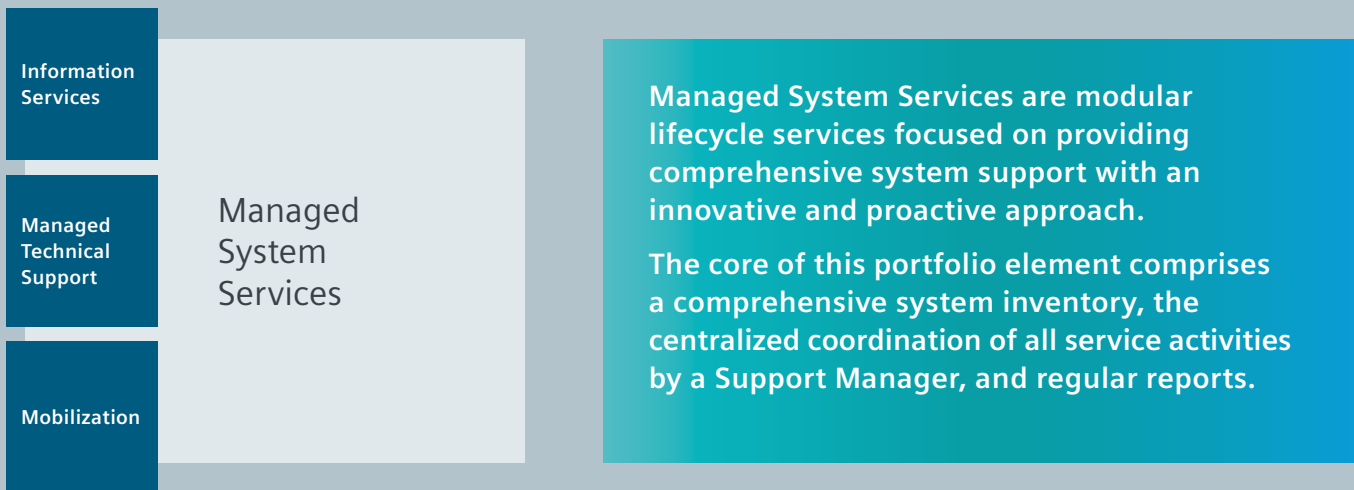
Reports: Service SOP Reports | Trends

Your benefits

- Preconfigured CMMS system with embedded assets and service checkpoints
- Consistent data storage thanks to integration into a data platform creates greater transparency and traceability
- Mobile on-site data access with maintenance information and documentation in real time



Complex support requests are efficiently processed



Mobilization module

Configuration in the Mobilization module provides precise information on:

- Products and systems in use and their lifecycle status
- Current service organization of the customer and of affected partner companies
- Existing maintenance processes and plant documentation

After completion of this module, you'll receive information on execution, communication, and IT access along with an initial Lifecycle Status Report.

Inventory



Access



Report



Support Manager



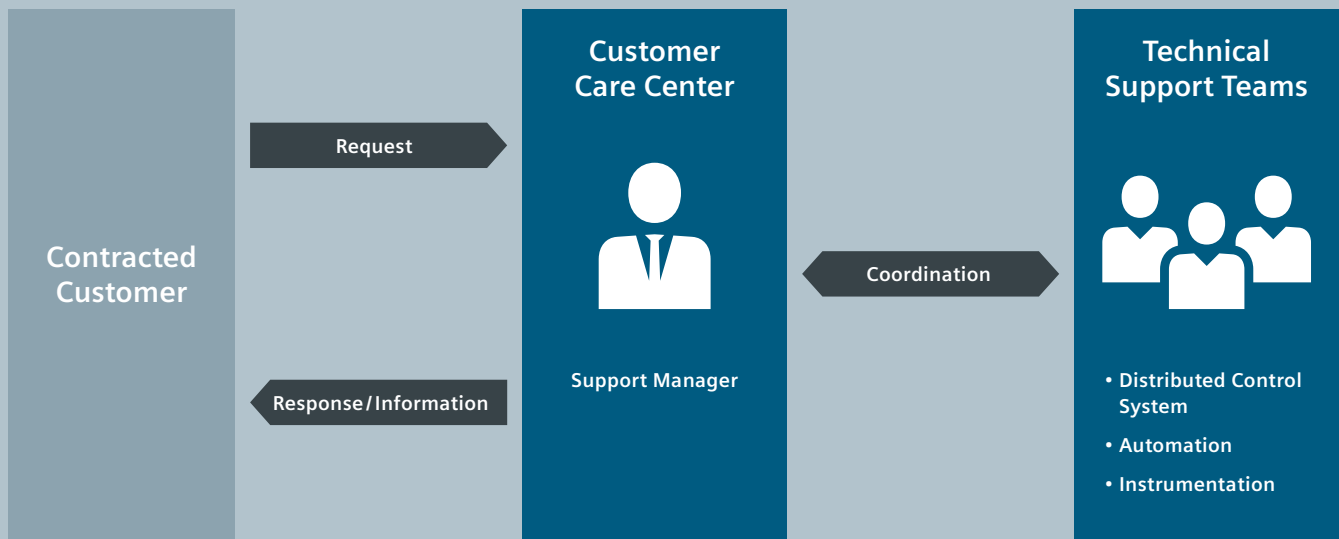
Communications



Expertise



Reduce your maintenance costs and create transparency



The Support Manager is the central contact for Managed System Services

Information Services module

This module delivers status reports throughout the term of the contract, from the initial system inventory to the final report.

It provides exclusive access to the Online Information System containing all contract-related content.

Your benefits

An efficient, centrally coordinated processing of complex support requests reduces maintenance costs and creates transparency.

- Personalized and qualified
- Coordinated and efficient
- Proactive and informative

Lifecycle Reports



Online Information



Innovative Remote Services



Maintenance

Commissioning

Engineering

Remote Services
for Process
Automation

Our Remote Services for process automation provide you with greater flexibility, efficiency, and productivity.

Remote Assisted Collaboration or Desktop Sharing are available as technology-based services from engineering to commissioning and maintenance.

Remote Services in every lifecycle phase

The engineering, commissioning, and maintenance of automation systems is extremely time-consuming and labor-intensive. Depending on whether it's performed inside or outside explosion-risk zones, it also involves a substantial outlay.

These same service activities can be optimally supported and implemented via remote access using state-of-the-art, high-performance communication media.

In this case, it's vital that the ever-increasing requirements for IT security and traceability of remote activities be met.

Our offering of platform-based remote services enables our customers to access the product manufacturer's centrally available expertise at any time and from any location.

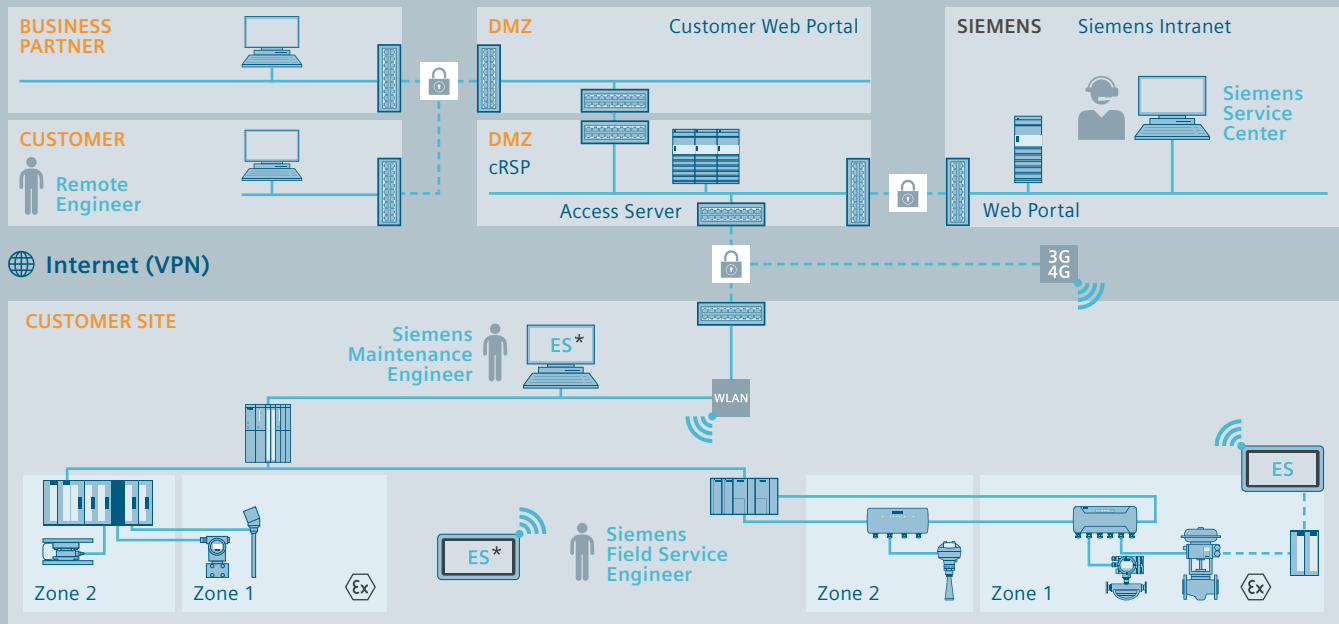
cRSP functions and benefits

The Siemens Remote Service Platform provides

- A graduated security and access concept
- Secure and monitored communication
- Reduced administrative effort thanks to the central administration of all system accesses
- Centralized monitoring, logging, and reporting of remote accesses with continuous monitoring by your personnel
- Freedom from disturbances thanks to the separation of different networks (DMZ)
- Compatibility with general industrial security concepts
- Certification according to ISO 27001/CERT

The Customer Web Portal – an optional expansion of the cRSP – allows you to centrally manage all accesses.

Greater flexibility, efficiency, and productivity



Siemens' platform-based remote service infrastructure

*Desktop Sharing

Remote Desktop Sharing

Remote Desktop Sharing allows Siemens experts – in compliance with industrial security standards – to access the engineering software (like the PCS 7 ES) and use it to access the connected systems.

This lets the Siemens experts to transfer documents and perform parameterization/configuration activities. Simultaneous access by multiple remote experts can also be implemented using Desktop Sharing.

In contrast to Remote Assisted Collaboration, with Remote Desktop Sharing a Siemens expert is authorized to access the parameterization environment and the systems connected to it directly and remotely.

Remote Assisted Collaboration

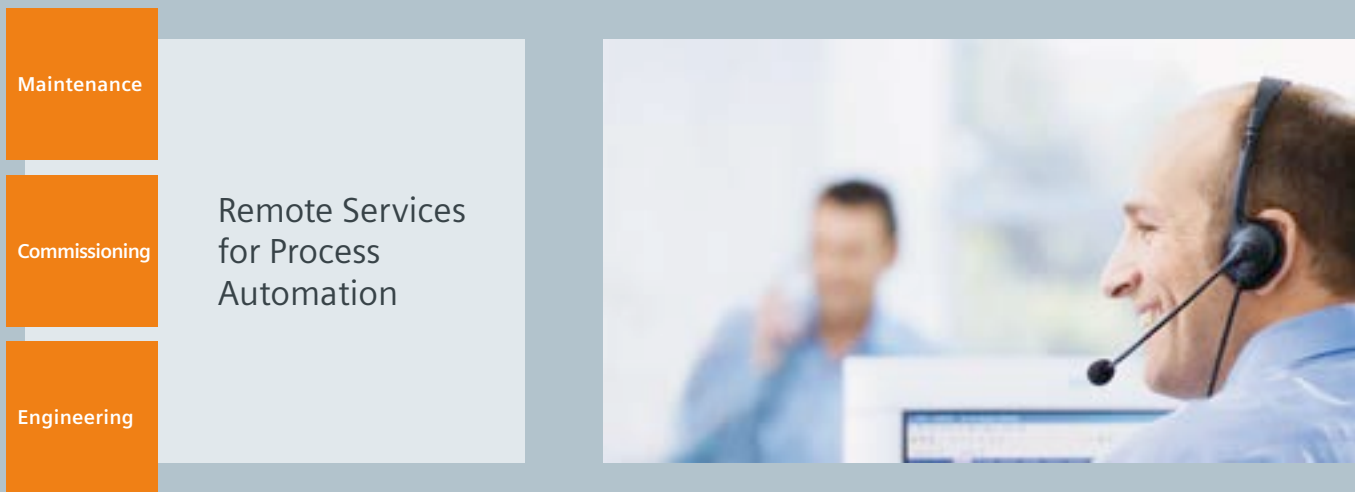
The Siemens experts also use the Siemens common Remote Service Platform (cRSP) to support service technicians on site at the plant.

The SIPIX SD tablet can be used to transfer video images via an independent VPN channel and communicate via live chat.

Wearing data glasses allows technicians to work free-hand. Text labels or transparent images are displayed in the service technician's field of vision, and verbal instructions from the expert provide additional support.



Remote Assisted Collaboration and Remote Desktop Sharing




Maintenance

Commissioning

Engineering

Remote Services for Process Automation



Engineering module

The configuration and parameterization of field instruments, for example, is generally performed using engineering tools like SIMATIC PCS 7 Engineering Station or SIMATIC PDM.

These tools are normally used on Windows-based PC systems, which provide the ideal platform for implementing Remote Desktop Sharing concepts.

If necessary, project engineers can temporarily share their task with a Siemens expert and work with them on the same screen.

The Siemens expert can also guide the project engineer in using the engineering tool as well as making entries.

Commissioning module

During the commissioning phase in the field, support often places greater demands on a remote infrastructure than it does during the engineering phase.

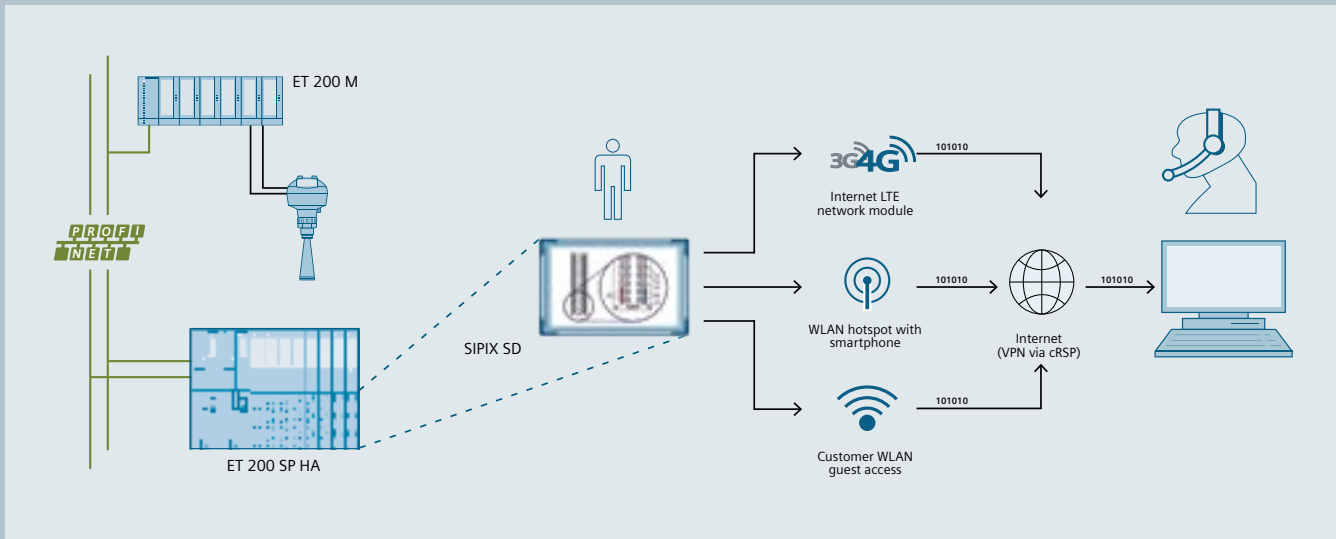
Initially, devices that are already installed mechanically aren't yet connected to the higher-level control system.

And frequently, no networks are available for communication with the outside world.

That's where our Remote Assisted Collaboration approach comes into play.

The infrastructure based on the SIPIX SD tablet permits a number of communication options, both with the installed products and systems and with the outside world (GSM, LTE).

Global support for engineering, commissioning, and maintenance



Automation systems/field instruments: remotely assisted and working together using collaboration software

Maintenance module

Maintenance is generally covered by inspection and maintenance services according to DIN 31051: for example, inspections for a transparent display of the system status or the implementation of preventive measures.

In most cases, maintenance is performed on site with the device installed.

This makes it especially difficult to consult outside experts during the maintenance phase, especially when devices and systems are located in an explosion-risk zone and/or require maintenance outside scheduled service intervals.

In this case as well, Remote Assisted Collaboration based on SIPIX SD offers numerous options for technical support by a Siemens expert.

Your benefits

- Worldwide availability of specialized expertise directly from the product manufacturer
- Technical assistance during project planning, commissioning, and the operating phase
- Guaranteed worldwide access via a remote service platform certified according to ISO 27001/CERT
- Virtual Siemens expert on site at the plant, including in explosion-risk zones

Efficient inventories offer transparency



Inventory Baseline Services are modern, data-driven services that help make the maintenance of machines and plants even more efficient by applying new methods and tools.

Installed Base Data Collection module

Standard tools for the automated acquisition of component data in the automation system are used for straightforward, effective recording of the installed plant base.

This process can be executed while the plant is in operation without affecting its performance.

- Software parameterization by service specialists
- Automated data acquisition
- Manual additions possible

Inventory

The inventory of the spare-part store can be conducted manually or integrated into the inventory data in the form of a separate list:

- MLFB number
- Serial number
- HW, FW, SW revision
- Number of components

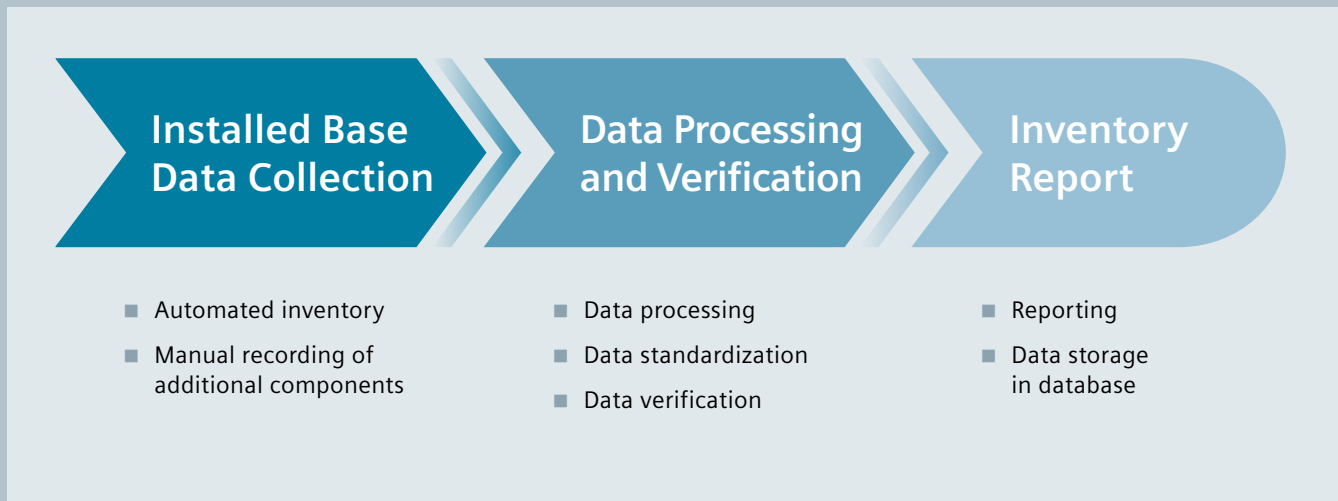
Data Processing and Verification module

An analysis tool imports and processes recorded data, ensuring that the individual components are analyzed correctly. Manual additions are possible at any time. The result of this evaluation is a map of the automation system with a list of all the components acquired. After the data has been verified, the inventory data is transferred to a central database that serves as the foundation on which additional services can be built.

Data verification

- Identifies orderable software packages
- Adds externally sourced products
- Adds required information
- Enters your data correctly, including address, plant designation, your contact, and your Siemens contact
- Logs components with unknown order numbers

Inventory Baseline Services are performed in a sequence of steps



Sequence of steps of the Inventory Baseline Services

Inventory Report module

The content of the reports is divided up into:

Listing of the installed plant base

- Overview of and detailed information on operator systems
- Overview of detailed information on automation systems
- Detailed information on network and field components

Overview of the system's lifecycle status

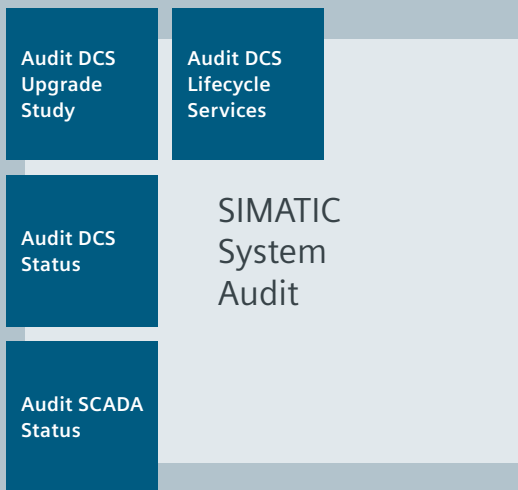
- Number of Siemens components
- Number of non-Siemens components
- Statistics on the availability of recorded products for delivery
- Recommendations from Siemens
- Reference to other services

Your benefits

- Cost-efficient and standardized inventory process
- Decision-making aids for planned plant expansions
- Preparation for updates/upgrades
- Basis for implementing additional services



Boost your system availability



A SIMATIC System Audit brings complete transparency to the current status and serviceability of your SIMATIC automation system.

The modular Audit portfolio contains different versions that allow the system status to be determined on demand.

Overview of the SIMATIC System Audit

As they age, many production plants must either be adapted to new conditions, expanded, or upgraded for a variety of reasons.

These interventions into the original plant and automation concept affect all system components.

They can interrupt the production workflow with undefined system statuses. The causes of these disturbances include different procedures used by external service providers or a previous lack of systematic maintenance on the automation system.

A SIMATIC System Audit brings complete transparency to the current status and serviceability of your SIMATIC automation system.

Even if there are no current problems, a system audit should be implemented because it serves as the baseline for future service strategies or Lifecycle Services contracts.

Audit SCADA Status module

This module provides detailed insights into WinCC-based SCADA systems with a subordinate SIMATIC S7 automation level.

There are three sequential audit levels that make this audit module scalable:

- Serviceability
- System status
- Engineering and configuration

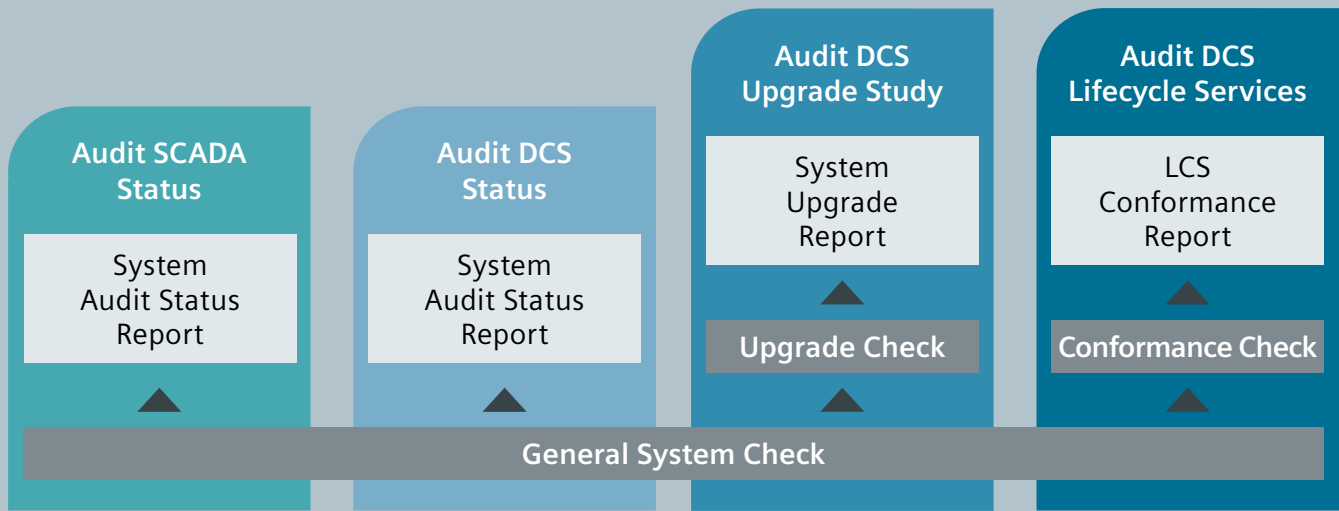
Audit DCS Status module

This module performs a detailed system analysis to evaluate the status of your plant.

This module focuses on assessing the

- Serviceability
- Upgradeability/updateability
- System availability

Detailed knowledge of the plant status is essential



Structure of the SIMATIC System Audit modules

Audit DCS Upgrade Study module

This module comprises the evaluation of the SIMATIC PCS 7 system with a focus on overall upgradeability and describes all the steps required to upgrade the system from the installed PCS 7 version to the latest version or a specific PCS 7 version.

With a SIMATIC System Audit, it's possible not only to audit SIMATIC PCS 7 and SIMATIC WinCC systems on a physical basis, but also to test and evaluate virtualized systems.

Audit DCS Lifecycle Services module

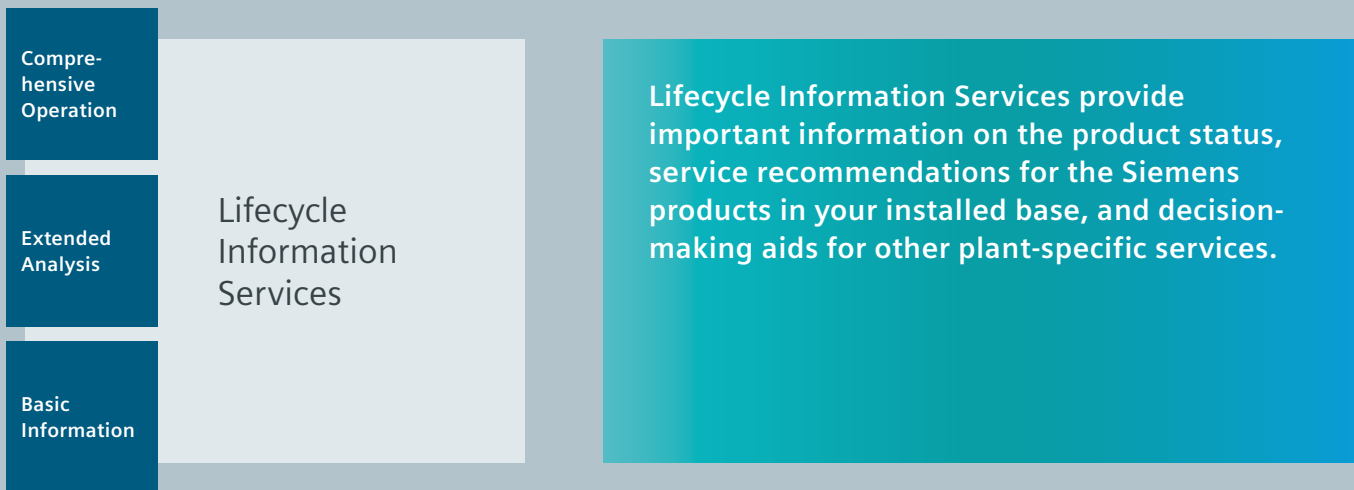
This module offers you all the elements of the Audit DCS Status module. In addition, a Conformance Check creates an LCS conformance report that permits statements to be made regarding the serviceability and the upgradeability/updateability of the audited system.

Your benefits

- Expert vulnerability and risk analyses with recommendations
- Minimized system risks related to serviceability and upgradability
- Reduced standstills and downtime by ensuring serviceability
- Proven basis for Lifecycle Services contracts



Lifecycle Information Services



The Lifecycle Information Services portfolio has a modular structure that allows you to selectively download the information you need.

You decide how comprehensive you want this report to be by choosing from among three different modules: Basic Information, Extended Analysis and Comprehensive Operation.

Basic Information module

In this module, you can see the general product lifecycle status.

The report comprises:

- Products, number of critical parts, and a list of unknown and third-party products
- Number of components available for delivery as original part, successor part, or other type
- Information on reparability
- Measures and recommendations relating to serviceability and availability of spare parts

Extended Analysis module

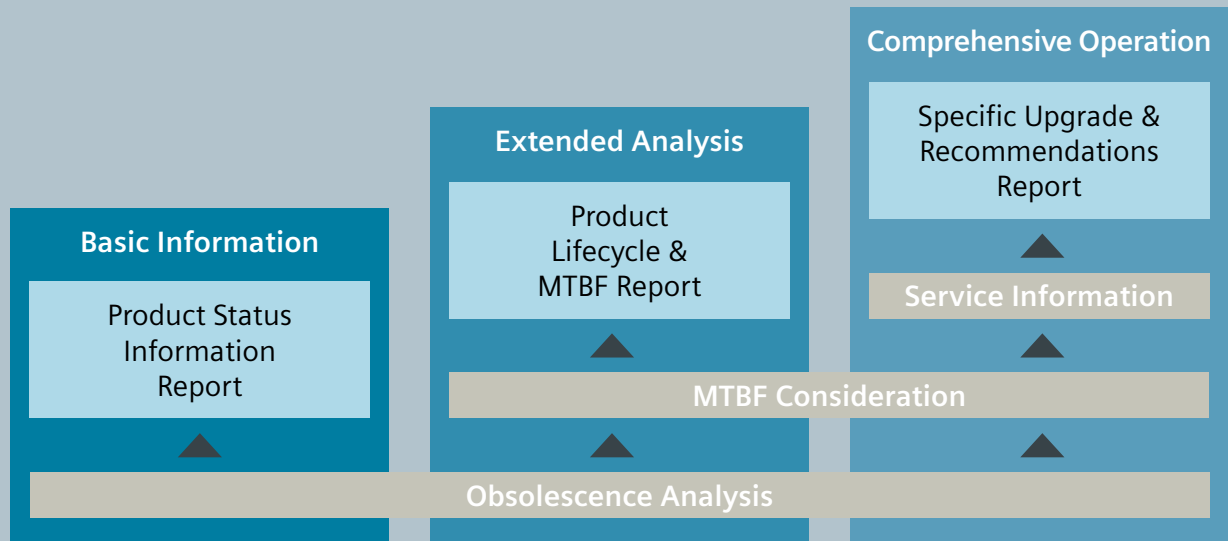
The Extended Analysis service module contains the Basic Information module and an analysis of the product-specific mean time between failures (MTBF).

The Extended report comprises:

- Availability and risk analyses based on the MTBF
- Determination of the MTBF value already achieved
- Detailed MTBF report per item that marks components that have an MTBF value of over 80 percent



Customized service information



The Lifecycle Information Services modules

Comprehensive Operation module

The Comprehensive Operation service module contains the Extended Analysis module and additional plant-specific information on upgrades/updates and relevant services.

The Comprehensive report comprises:

- Product and version history with current status of the existing components
- Detailed information on documents, diagnoses, and relevant services
- Technical analysis of critical components with action recommendations
- Reference to service information under the headings: Applications and Tools, Firmware Downloads, FAQs, and Latest News

Your benefits

- Regular proactive service information prevents rising maintenance costs
- Plant availability is optimized thanks to specific service recommendations
- Risk of functional obsolescence is reduced to a minimum
- Unscheduled downtime and cost-intensive bottlenecks in the supply of new or used parts are avoided



Guarantee your plant's availability



Our Asset Optimization Services take a structured and systematic approach to comprehensively optimizing your spare part supply.

The individual phases are designed as modules in our service portfolio and can be sourced individually as needed.

Analysis module

For a simple and efficient analysis of plant and stock inventories, we first determine the existing part situation on site in terms of

- Availability of spare parts
- Product lifecycle
- Lead time for delivery of spare parts

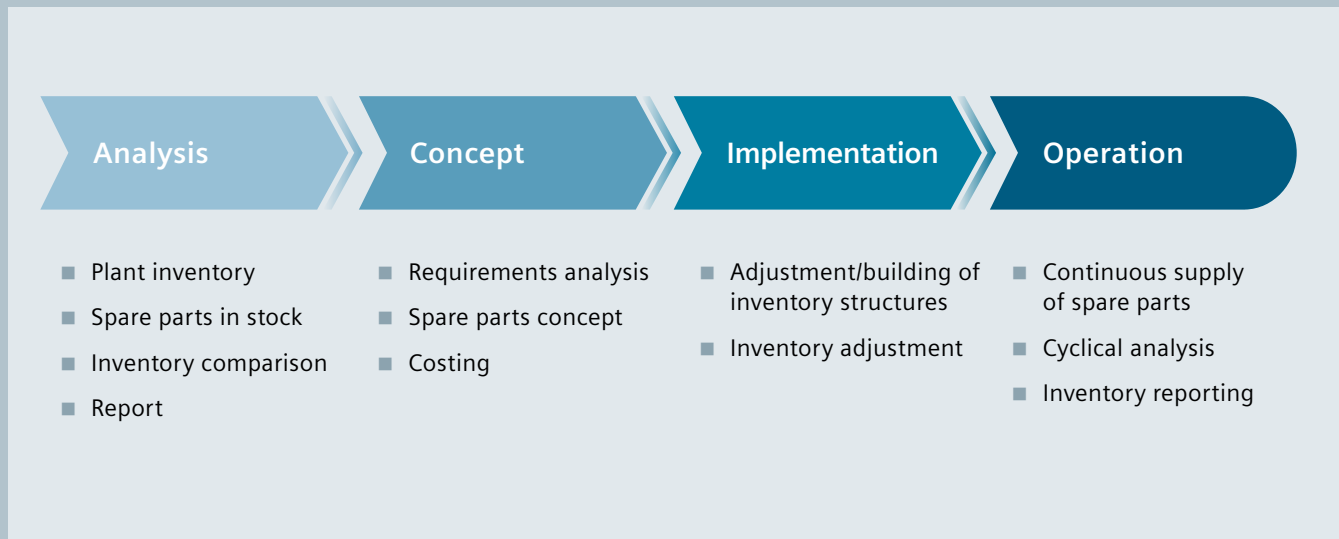
A standard report indicates the current product status of spare parts in the plant and in the warehouse, and also identifies the parts that don't exist in the inventory and that can only be repaired. Comparing the inventories in the plant and in the warehouse reveals both surpluses and shortages and provides recommendations for future action.

Concept module

The Concept service module is subdivided into the requirement analysis, the formulation of a plant-specific spare part concept, and costing based on regional and central warehouse structures. An offer of an operational spare part supply is prepared on request.



Take advantage of Asset Optimization Services



Flowchart of Asset Optimization Services

Implementation module

An initial implementation concept is drafted based on the results of the concept phase and, in particular, on requirements for inventory management. Implementation begins with establishing and organizing the required warehouse structures. The next step is identifying the warehouse locations and defining the relevant spare parts. This allows any existing supply gaps to be securely closed, and inventory surpluses can be continuously reduced, sold, or discarded. When the Implementation service module is completed, your spare part supply is technically, economically, and logistically optimized.

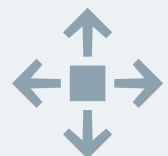
Operation module

An optimized and continuous spare part supply ensures the high availability of your plant in continuous operation. A cyclical analysis of spare part inventories is conducted whose scope depends on the contractual agreement with Siemens Industry Services.

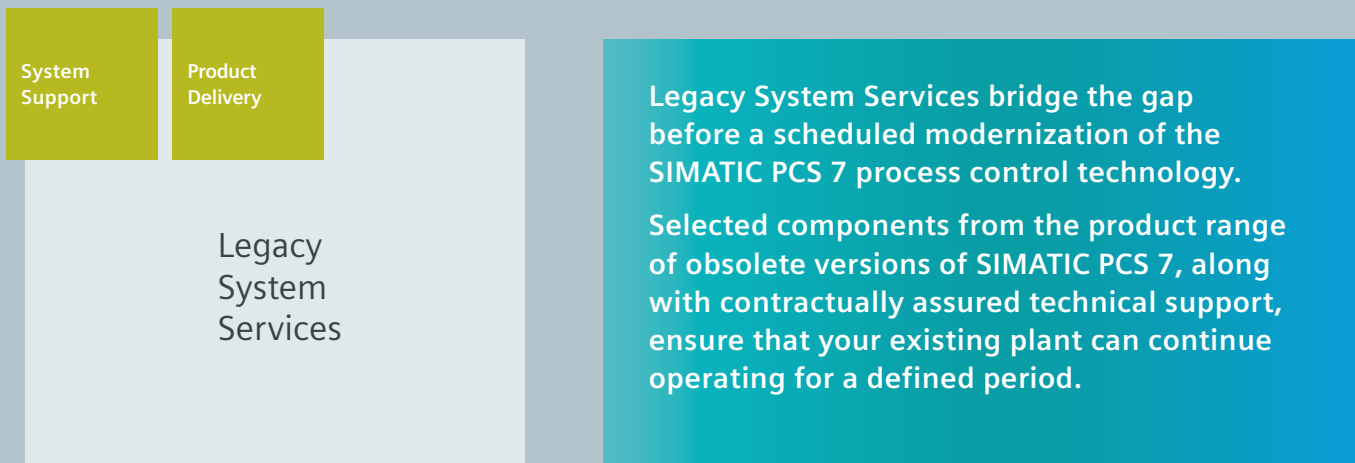
The regular provision of information on all inventory additions, withdrawals, and changes keeps you up to date at all times.

Your benefits

- Secure, reliable supply of spare parts
- Improved serviceability, resulting in increased plant availability
- Reduced capital lock-up thanks to technical and economic inventory optimization
- Maximum transparency in inventory management



Expert support and sustainable investment protection



Legacy System Services bridge the gap before a scheduled modernization of the SIMATIC PCS 7 process control technology.

Selected components from the product range of obsolete versions of SIMATIC PCS 7, along with contractually assured technical support, ensure that your existing plant can continue operating for a defined period.

System Support module

System Support gives you contract-based assurance of technical support for SIMATIC PCS 7 V(x-2).

A central access channel to our Customer Care Center is available for contacting your Legacy System Manager to ensure the best possible technical support.

The agreement generally runs for up to three years and can be extended, depending on your SIMATIC PCS 7 product lifecycle.

To be optimally prepared for technical support, a precise knowledge of the installed base is highly recommended.

Product Delivery module

Product Delivery lets you access defined, obsolete hardware and software components in the SIMATIC PCS 7 process control system.

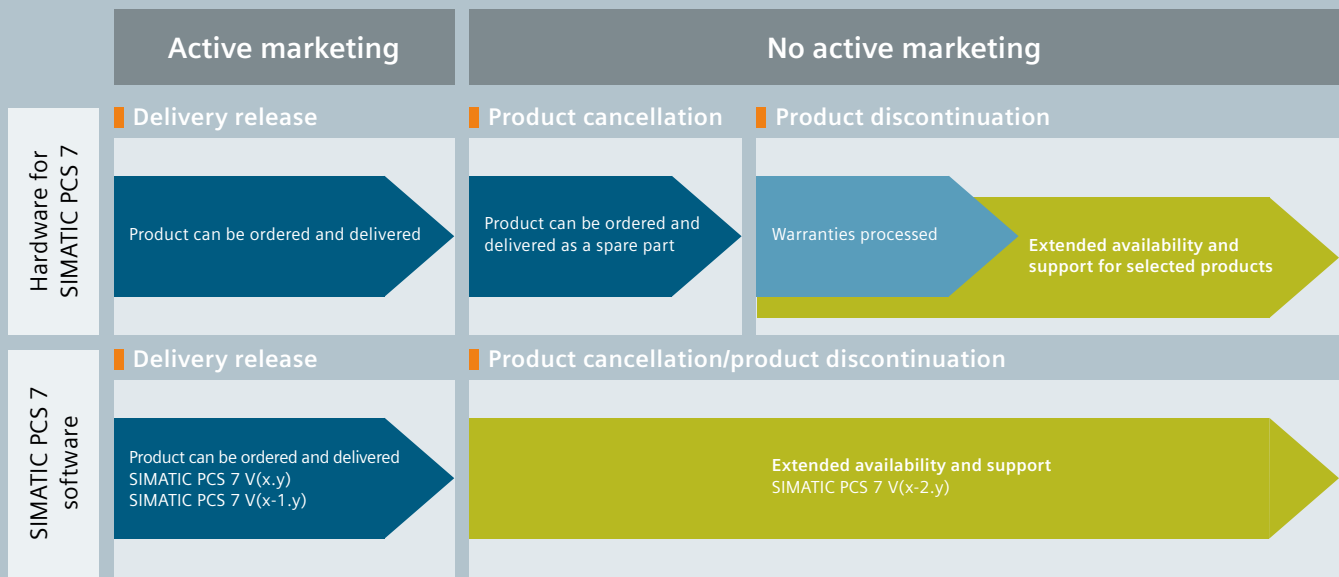
The standard warranty regulations generally apply to these components; however, they aren't subject to maintenance processes. They retain all system properties from the active marketing phase.

In addition, no further adaptations to any modified, general external conditions (such as IT security requirements) are performed.

For contract customers, this offers an attractive opportunity. You have the assurance of being able to continue running your plant for a defined period of time using obsolete system components, and you can even expand the plant.



Optimal prerequisites for a longer service life for your plant



Lifecycle of products in distributed control system

Overview of what we offer

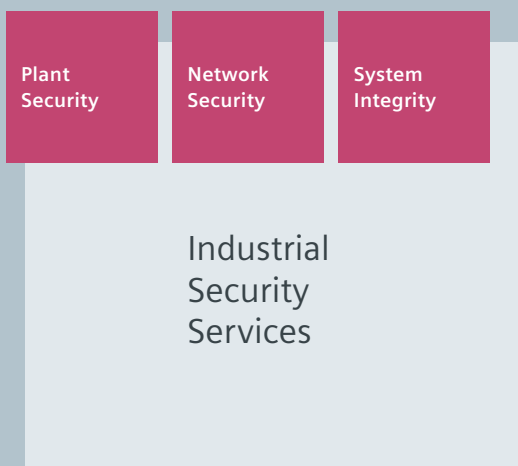
- Contractually ensured access to technical support for obsolete SIMATIC PCS 7 V(x-2) components
- Specialized experts with the necessary technological expertise coordinate all your inquiries
- System Support is an essential option for procuring selected components that have already been discontinued
- Assured access to components for the SIMATIC PCS 7 V(x-2) product version
- Procurement using standard ordering processes and known order numbers

Your benefits

- Proactive support
Contractually assured support for obsolete SIMATIC PCS 7 components ensures continued plant operation
- Investment protection
Legacy System Services give you the time and financial leeway until you can upgrade your plant
- Cost transparency
Your ability to predict maintenance costs is significantly improved, ensuring that your plant can continue to run economically



Close security loopholes on all levels



The security of industrial plants requires a holistic approach on all levels to achieve comprehensive protection from cyber attacks and to avoid security gaps.

Industrial Security Services offer reliable plant security, network security, and system integration concepts specifically designed for industrial plants and systems.

Defense-in-Depth

To ensure comprehensive protection of industrial plants from internal and external cyber attacks, all levels must be protected simultaneously, from the plant management and automation levels to the field level, and from access control to copy protection.

That's why we offer comprehensive protection across all levels: Defense in Depth.

With this offering, Siemens provides a multi-layer concept that gives your plant comprehensive and in-depth protection.

The concept is based on plant security, network security, and system integrity as recommended by ISA 99/IEC 62443.

Plant Security module

Plant Security prevents conventional building access using a variety of methods and extends to securing sensitive areas by means of key cards.

Tailored Industrial Security Services include processes and guidelines for comprehensive plant protection.

These range from risk analysis through implementing and monitoring suitable measures to regular updates.

Plant Security includes:

- Threat analysis
- Risk identification
- Examination and classification of vulnerabilities according to IEC 62443 and ISO 27001 and the SIMATIC PCS 7 security concept
- Recommendation of suitable security measures

Your plant's only comprehensive protection from cyber attack



Siemens' Defense in Depth concept

Network Security module

This module protects production automation networks from unauthorized access on a variety of levels.

This includes network access protection, network segmenting, firewalls, encrypted communication with industrial security appliances, Internet and mobile radio routers, and the use of special SIMATIC S7 security communication processors.

System Integrity module

With this module, you'll protect components on the automation and control levels from cyber attacks and unauthorized access in order to safeguard the knowledge contained in the systems.

System integrity also involves authenticating users and their access rights as well as system hardening to prevent cyber attacks.

Your benefits

- A plant-specific, risk-based security roadmap ensures a consistent and optimized level of security
- Prevention of security gaps and comprehensive protection from cyber threats thanks to technical and organizational measures
- Preparation for updates/upgrades
- Greatest possible transparency of the security status of your plant and proactive prevention of potential threat events thanks to our global security expert

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



Examples of benefits for your plant

Long-term investment protection with predictable costs

The assurance of long-term serviceability by means of an Extended Lifecycle contract with a term of up to 15 years enables not only transparent budgeting but also the long-term protection of your investment in the plant.

Modernization and maintenance costs can already be predicted and displayed across the entire contract term (TCO) at the time of investment.



Greenfield and brownfield plants

A precise understanding of the installed base is a key prerequisite for an optimally structured Lifecycle Services contract.

The SIMATIC PCS 7 Lifecycle Services modular portfolio provides precisely tailored lifecycle contracts for new (greenfield) installations and existing (brownfield) installations.

Portfolio elements like SIMATIC System Audit deliver precise results regarding the current status and serviceability of your SIMATIC automation system.

Contract management from a single source

Ensuring serviceability by means of standard services defined in the contract increases plant availability over the entire contract term.

Active contract management also ensures compliance with other contractually agreed timeframes, including assured service arrival time, response time, service KPIs, and cost control for modernizations/updates.



Take advantage of Lifecycle Services for SIMATIC PCS 7

Guaranteed serviceability



Contractually agreed standard services ensure the serviceability of your plant throughout the entire contract term.

Optimization of plant availability



Proactive Lifecycle Services combined with a wide range of plant-specific contract options permit the ongoing optimization of your plant's availability.

Predictable costs



Predictability of modernization and service costs at the time of your investment – throughout the entire contract term.

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