Keeping your business running – and shaping your digital future

Siemens Industry Services
New technologies are business changers …

… opening up opportunities for new business models and levels of performance

Digitalization

Automation

Electrification
Siemens Digitalization
Driving the next level of productivity for you

Connecting the virtual and physical worlds …
… across entire customer value chains
Staying competitive in the future from a service perspective means ...

- Optimizing plant availability
- Reducing total cost of ownership
- Taking advantage of Digitalization

24/7
Comprehensive Service Offering

Industry Services

Predictive
Maximum reliability of critical machines

Preventive
Reduced unplanned downtimes

Corrective
Fast, global service

Service Agreements
Your partner for your digital future
The Digital Transformation of Service
Our holistic approach

Preventive and predictive digital services

Experts and Analytics
Algorithm Analytics

Sensors and sensor nodes
Siemens and 3rd party products in critical processes and applications

Powered by Sinalytics
Industry Services provide sustainable market-specific Services from a single source

- for process industries
- for discrete industries
- for OEMs
Industry Services portfolio overview
Lifecycle services and value-added offerings

A comprehensive portfolio of services for products, systems, and applications as well as value-added and data-based services throughout the entire lifecycle of machines and plants.

Highly motivated and qualified Service Experts support you in:
- Minimizing downtime
- Optimizing personnel deployment
- Reducing use of assets and resources
- Developing new digital service business models
Support and Consulting Services
We are there whenever you need us

- **Industry online support** Comprehensive information, application examples, FAQs, and support requests
- **Technical and engineering support** Advice and answers about functionality, handling, and fault clearance
- **Information and consulting** Full transparency of the state and service capability of automation systems and the lifecycle status of devices in a plant
Training Services
Optimizing your personnel deployment

- **Expertise right from the manufacturer**
  from the basics to advanced and specialist skills
- **SITRAIN courses cover the entire spectrum**
  of Siemens products and systems for industry
- **Available worldwide**
  in more than 170 locations
  in over 60 countries
Digital Services
Fostering the digital transformation of your business

- **Transparent industrial processes** help improve productivity, asset availability, and energy efficiency
- **Improved decision-making** based on recorded and filtered data that are translated with intelligent analytics
- **Data security** data are generated and stored with the best industry data security protocols and continuous protection against cyber attack threats
Spare Parts Services
Fast, efficient, and reliable

- Fast, dependable, worldwide supply of spare parts for optimal plant availability
- Genuine spare parts are available, after the start of the product phase-out over a period of ten years and reliable logistics processes ensure that they reach their destination as needed. Logistics experts take care of all details
- Asset optimization services help design a cost-efficient strategy for parts supply that avoids the risk of obsolescence
Repair Services
From accurate repair to additional customized services

- **Repair services on-site and in regional repair centers** ensure fast restoration of faulty devices
- **Extended repair services** include additional diagnostic and repair measures as well as emergency services
Field and Maintenance Services
Service Experts on the spot

- Siemens specialists provide expert field and maintenance services, including commissioning, functional testing, preventive maintenance, and fault clearance.
- All services are available worldwide.
- Customized service agreements ensure defined reaction times or fixed maintenance intervals.
Retrofit and Modernization Services
Extending the lifetime of your machines and plants

- **Lifetime extensions** through cost-effective expansion of entire plants, system optimizations, and upgrades of existing products with the latest technology and software
- **Service experts support projects** from planning through commissioning and, if desired, over the entire extended lifespan
- **Examples:** Migration of automation systems, retrofits for Integrated Drive Systems
Service Programs and Agreements
Customized service packages

Service Programs and Agreements

- A Technical Service Agreement bundles a wide range of services into a single annual or multi-year agreement
- Ideally suited for meeting individual requirements and filling gaps in an organization’s maintenance capability
- Agreements can be customized at any time
Serving you worldwide
About 11,000 Service employees at your disposal

Source: Global Footprint Tool
1 176 in Europe and 19 in Africa; 2 118 in Europe and 16 in Africa

Americas
- Repair Centers, including factory, partners: 104 (25%)
- Training Centers: 49 (18%)
- Employees: 2,806 (25%)

Europe, Africa, Middle East
- Repair Centers, including factory, partners: 195¹ (47%)
- Training Centers: 118² (44%)
- Employees: 6,380 (57%)

Asia, Australia
- Repair Centers, including factory, partners: 120 (28%)
- Training Centers: 102 (38%)
- Employees: 2,038 (18%)

Percent of total worldwide:
- Americas: 25%
- Europe, Africa, Middle East: 47%
- Asia, Australia: 28%

¹ 118 in Europe and 16 in Africa
² 118 in Europe and 16 in Africa
What our customers say

“Thanks to Machine Tool Analytics, we can help our customers in China, the U.S., and every-where else right from our office in Waldmössingen”
Schwäbische Werkzeugmaschinen GmbH, Germany

“"Our improved productivity will soon offset the cost for the retrofit of the condition monitoring system"
Antea Cement SH. A., Albania

“"We appreciate our relationship with Siemens because it helps us achieve strategic growth and implement our operational strategies"
Pilkington UK Ltd, UK
Future-proof modernization of process control systems with SIMATIC Virtualization as a Service

Customer requirements
Optimized usage of the installed hardware and software components, as well as simplified system expansions and updates through central administration and maintenance

Siemens Services
SIMATIC Virtualization as a Service

Benefits
- Lifecycle services for SIMATIC products, VMware, hardware, and software from a single source
- Simple implementation of a virtualization solution, with prefabricated, configured, ready-to-use, and tested systems
- Cost-effective and fast expansion of system components with ready-to-run virtual machines
Improved transparency and productivity with Machine Tool Analytics

Customer requirements
Improvement in reliability of installed based and customer service worldwide

Siemens Services
Machine Tool Analytics applies condition monitoring and analytics for preventive service, including Web-based service technology

Benefits
- Worldwide monitoring and diagnostic support for all installed plants from a central point in Germany
- More efficient use of machines and better planning of service shutdowns
- Long-term predictability of service costs
- Higher customer satisfaction

Schwäbische Werkzeugmaschinen GmbH, Germany
Energy efficiency increases with Energy Analytics

Customer requirements
Significantly reduce overall energy costs and increased operational efficiency

Siemens Services
- Energy Analytics with energy analysis
- Innovative financing concept (finance package, energy performance contracting) from Siemens Financial Services

Benefits
Energy cost reduction of approximately £340,000 in the plants located in the UK (>£1m within three years)

Pilkington UK Ltd, UK
Improved reliability of heavy-duty equipment with Drive Train Condition Monitoring

Customer requirements
Ensure continuous operability and minimize risk of unplanned downtime

Siemens Services
- Drive Train Condition Monitoring System, including delivery and commissioning
- Innovative financing package (energy performance contracting) from Siemens Financial Services

Benefits
- Earlier identification of impending problems
- Status reports and recommendations for action
- Consistent production thanks to continuous monitoring and increased reliability
“At Siemens Industry Services, we are fully committed to your sustainable success

Either with our traditional services or by leveraging your opportunities within the digital revolution.

Always expect best-in-class service performance from us – today and tomorrow!”

Dr. Thomas Moser, CEO DF CS
Four good reasons for Siemens Industry Services

- Comprehensive one-stop shop for innovative data-based and product lifecycle services
- Blazing the trail toward the new digitalized service business models by driving the Digital Enterprise
- Clear focus on reduced total cost of ownership by extending machine and plant lifespans
- Extensive technology, product, and industry expertise available worldwide, 24/7

Keeping your plant running and shaping your digital future
Thank you

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