

Customer Services

Field and Maintenance Services

- Supervision
- Erection and Commissioning
- Project Management
- Preventive Maintenance

Repair and Emergency Services

- Repair Services
- Emergency Services

Spare Part Services

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

Modernization and Retrofit Services

- Modernization and Retrofit
- Refurbishment
- Upgrade & Uprate
- Extension

Digital Services

- Monitoring & Diagnostics
- Remote Services
- Asset Management
- Cyber Security

Training Services

- Product Training
- Customized Training
- On-site Training
- Certification & Qualification

Support and Consulting Services

- 24/7 customer support
- On-site Condition Assessment
- Asset Audits
- Asset Consulting

Service Programs

Published by & copyright © 2018

Siemens AG
Energy Management
Customer Services
Humboldtstraße 59
90459 Nuremberg, Germany

For more information, please contact our Customer Support:
Phone: +49 911 433 7878
E-mail: support.energy@siemens.com

All rights reserved. Trademarks mentioned in this document are the property of Siemens AG, its affiliates, or their respective owners in the scope of registration.

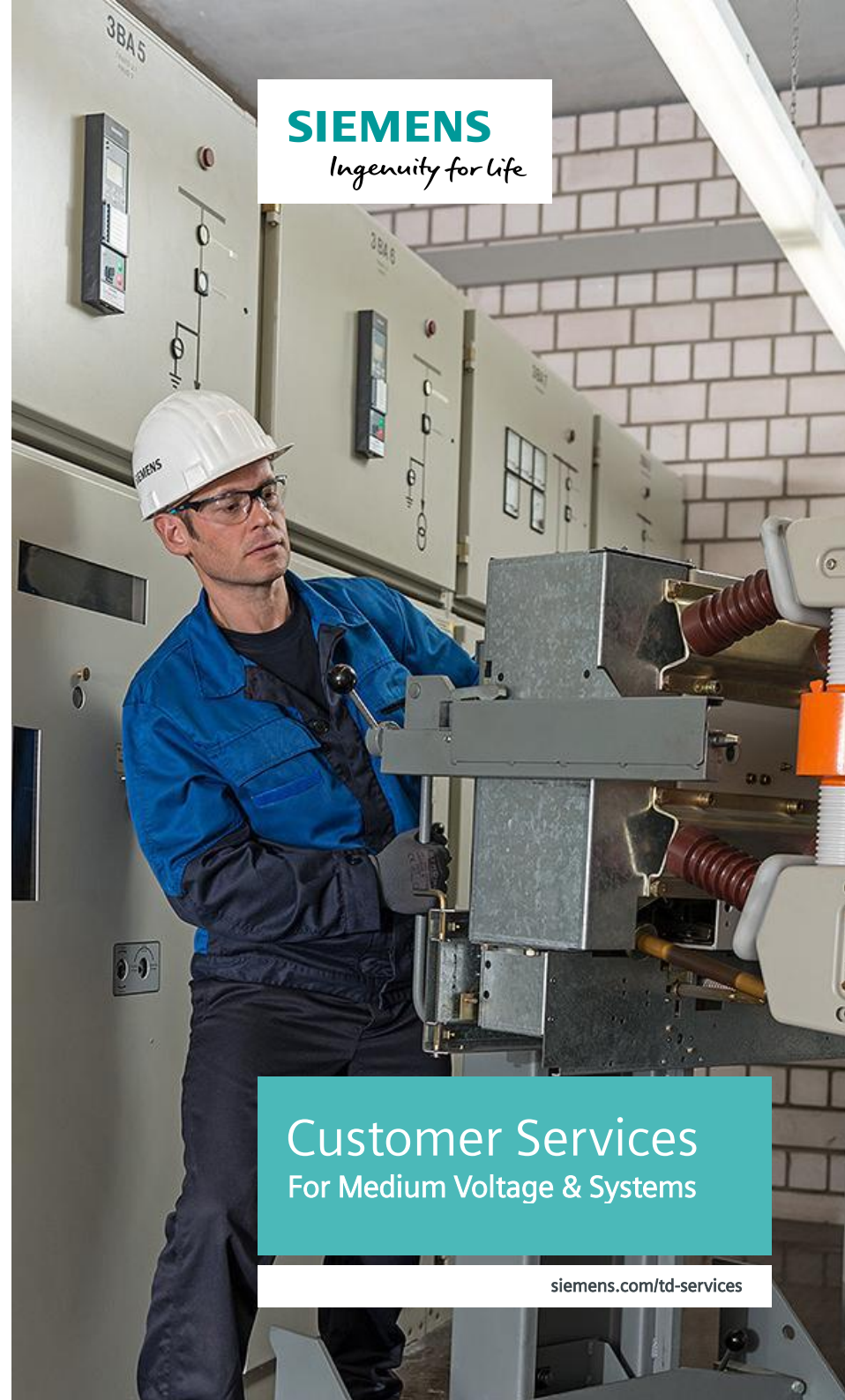
Subject to change without prior notice. The information in this document contains general descriptions of the technical options available, which may not apply in all cases. The required technical options should therefore be specified in the contract.

V2.0.

SIEMENS
Ingenuity for life

Customer Services
For Medium Voltage & Systems

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



Protect your investment in your assets, by maximizing useful lifetime, availability and reliability.

Customer Services

Make the most of your energy assets

More than 2000 service employees around the world accompany our customers throughout the lifetime of their assets.

From operation and maintenance, to repair and retrofit up to the final disposal - we make the most of your assets or entire energy infrastructure. Our proactive service approach includes furthermore a wide array of condition monitoring solutions as well as asset management and consulting services, for failure free operation and life-time extension of your assets.

As Original Equipment Manufacturer (OEM) with over 160 years of experience, we are your trustable partner.

Emergency Services & Repair

- Contractually confirmed times for response, reaction and repair, and for expert availability
- Exclusive access to certain spare parts, or confirmed reduced delivery time
- Minimize outage time with fast repair
- Minimize losses from system outages

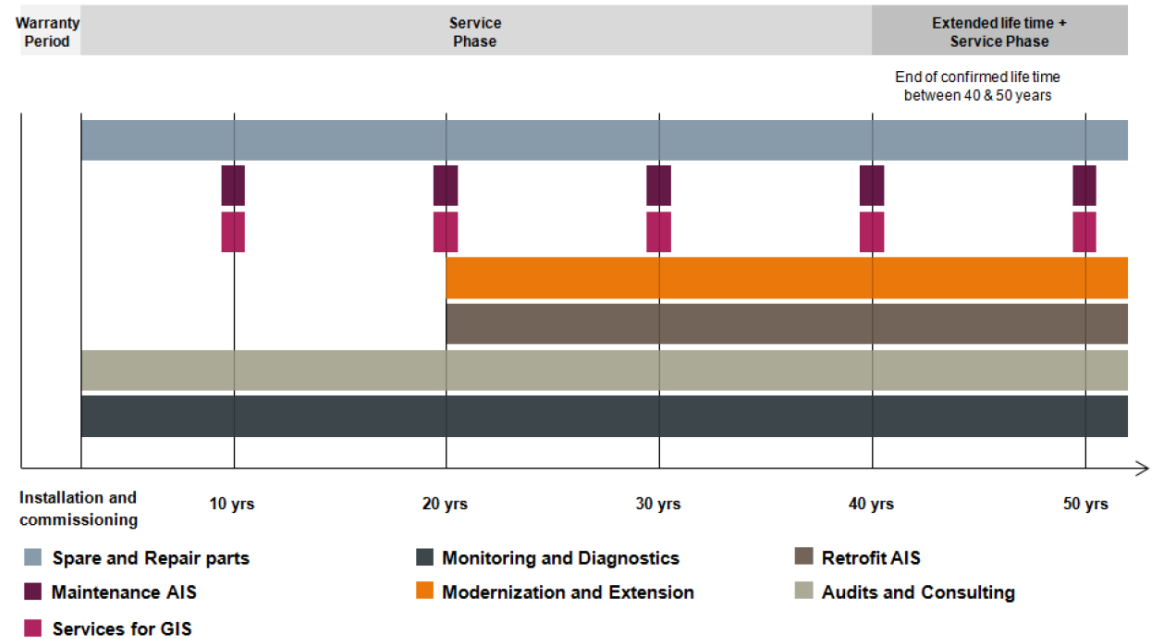


Chart: Indication of customer requests along the asset's lifecycle

Asset Management and Consulting

- Craft a sound strategy to evaluate relevant aspects of your asset management program
- More efficient resource utilization

Strategic Spare Part Solution

- Transparency into your current and future access to spare parts
- Shorter lead times
- More secure network operation
- Access to spares for multiple use across your installed fleet

Benefits

- 24/7 surveillance of our assets
- Best performance over the entire lifetime, ensuring a secure and stable power supply
- Optimized availability and efficiency of machines and systems
- Full utilization of the technical potential
- Efficient use of your asset budget
- Reduced costs for downtime and other non-productive periods