

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

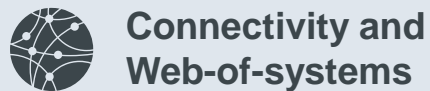
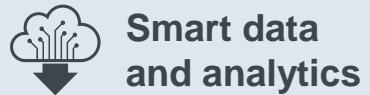
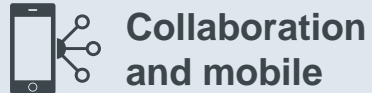
Electrification



Siemens Digitalization

Driving the next level of productivity for you

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Siemens Digitalization

Design and engineering



Automation and operation



Maintenance



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 advantages
of Digitalization**



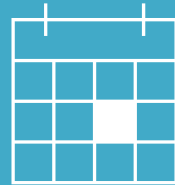
Comprehensive Service Offering

Industry Services

Predictive
**Maximum reliability of
critical machines**



Preventive
**Reduced unplanned
downtimes**



Corrective
Fast, global service



Service Agreements
**Your partner for
your digital future**

Your business – our expertise
Experience in all industries

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Industry Services provide sustainable market-specific Services from a single source

- for process industries
- for discrete industries
- for OEMs

Industry Services portfolio overview

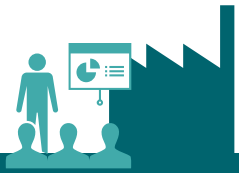
Lifecycle services and value-added offerings

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Support and Consulting Services



Training Services



Digital Services



Spare Parts Services



Repair Services



Field and Maintenance Services



Retrofit and Modernization Services



Service Programs and Agreements



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

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Support and Consulting Services



- **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

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Training Services



- **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

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Digital Services



- **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

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Spare Parts Services



- **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

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Repair Services

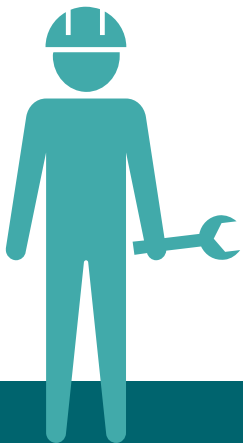
- **Repair services on-site and in regional repair centers** ensure fast restoration of faulty devices
- **Extended repair services** include additional diagnostic and repair measures as well as emergency services

Field and Maintenance Services

Service Experts on the spot

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Field and Maintenance Services



- **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

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Retrofit and Modernization Services

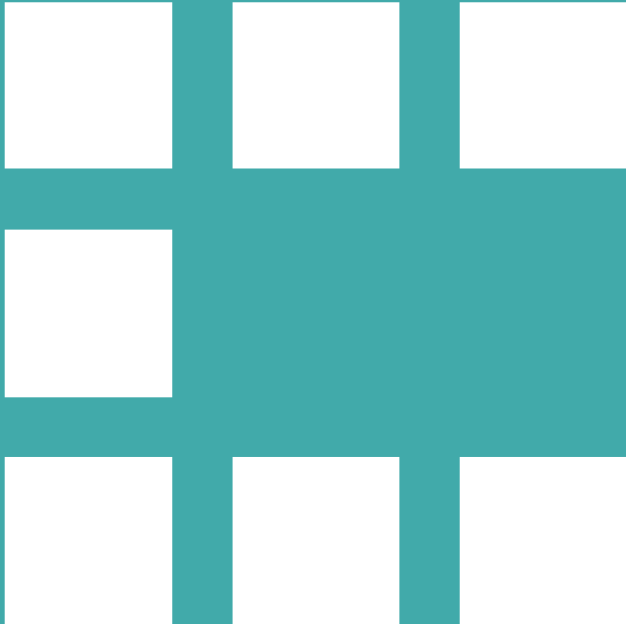
- **Lifetime extensions** through cost-effective expansion of entire plants, system optimizations, and upgrades of existing products with the latest technology and software
- **Service experts support projects** from planning through commissioning and, if desired, over the entire extended lifespan
-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

Service Programs and Agreements

Customized service packages



Service Programs and Agreements

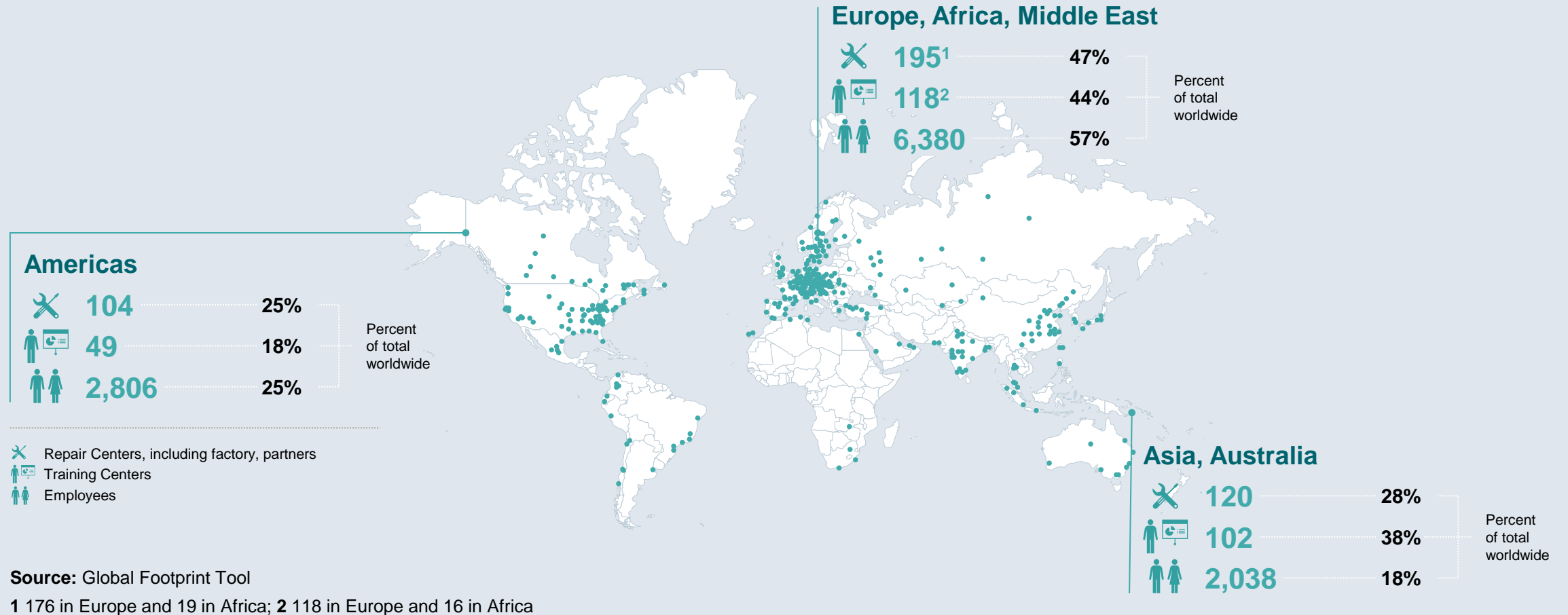


Service Programs and Agreements

- 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



What our customers say



“ Our improved productivity will soon offset the cost for the retrofit of the condition monitoring system ”

Antea Cement SH. A., Albania

“ 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

“ 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

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**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

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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

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Schwäbische Werkzeug-
maschinen GmbH, Germany

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

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

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Antea Cement SH. A., Albania

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

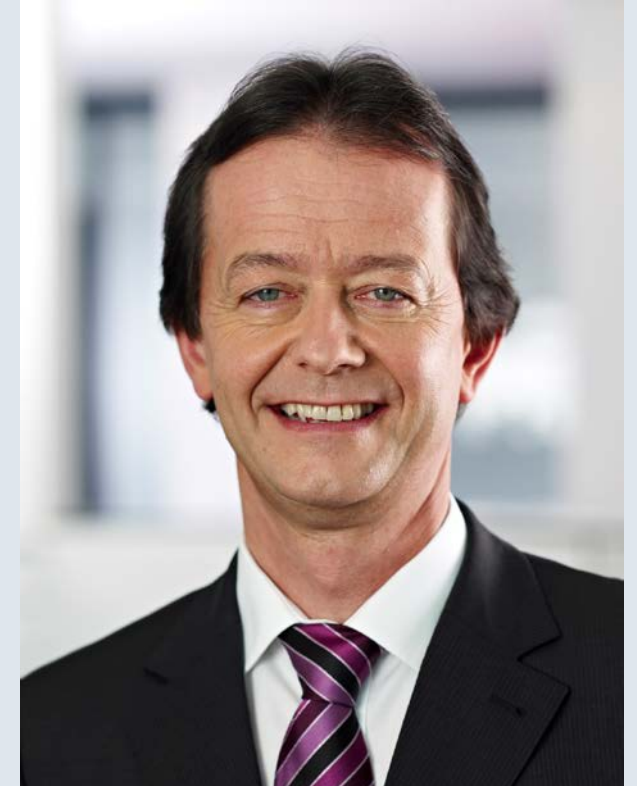
Our promise



“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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Siemens AG
Digital Factory
Customer Services
Werner-von-Siemens Str. 65
91052 Erlangen

Germany

contact@siemens.com

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