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Remote access and online diagnostics secure availability - New service options reduce unscheduled downtimes in the event of disruption through rapid remote support and more efficient fault analysis

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As part of its service agreements for machine tool users, Siemens is now offering two new, digitally supported service options for Sinumerik controls. Upon a customer's request, Sinumerik Remote Service allows a remote connection to be made to selected machine tools and faults to be identified and, in an ideal scenario, remedied. Extended status data from the control and drive systems can also be captured and intelligently analyzed using the "Sinumerik Service Assistance" agreement option. The two new service options thus reduce unscheduled downtimes and service costs whilst ensuring high safety standards through the use of modern remote access technology.



Sinumerik Remote Service and Sinumerik Service Assistance for Sinumerik controls are two new digitally supported service options Siemens is now offering to complement its service agreements for machine tool users.

Remote support and troubleshooting

Sinumerik Remote Service provides a standardized option for digitalizing field service work. The service includes fault analysis and resolution support by a Siemens specialist via remote access. The service periods can be adapted to suit individual requirements. When combined with prioritized processing of remote queries, the new service ensures high plant availability by reducing downtimes and cuts service costs.

Online diagnosis

The Sinumerik Service Assistance agreement option enables direct contact with a Siemens expert in the event of disruption. All relevant data are available via the Cloud for an efficient service call and a rapid troubleshooting. The high data and error transparency allows errors to be located quickly and ideally also corrected. Cloud-based analyses provide transparent machine status in real time. High security standards are guaranteed by the cyber security integral to the architecture of MindSphere. The use of the cloud-based MindSphere application optimizes the existing service processes as well as the service costs.

Optimum addition

The Sinumerik Remote Service and Sinumerik Service Assistance agreement options extend the renowned existing service agreement modules such as guaranteed service availability, expert on-site troubleshooting service, life cycle check, maintenance and spare parts service, with digitally supported service packages. This local service contract, comprising both conventional and digital modules, facilitates the implementation of potential maintenance optimization actions.

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Contact

Ms. Ursula Lang

Siemens AG

Gleiwitzer Str. 555

90475 Nuremberg

Germany

Tel: +49 (911) 895-7947

ursula.lang@siemens.com

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