



SIEMENS

Ingenuity for life



Managed System Services

Individualized support through proactive system services

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The efficient processing of complex support requests with centralized coordination reduces maintenance costs and creates transparency.

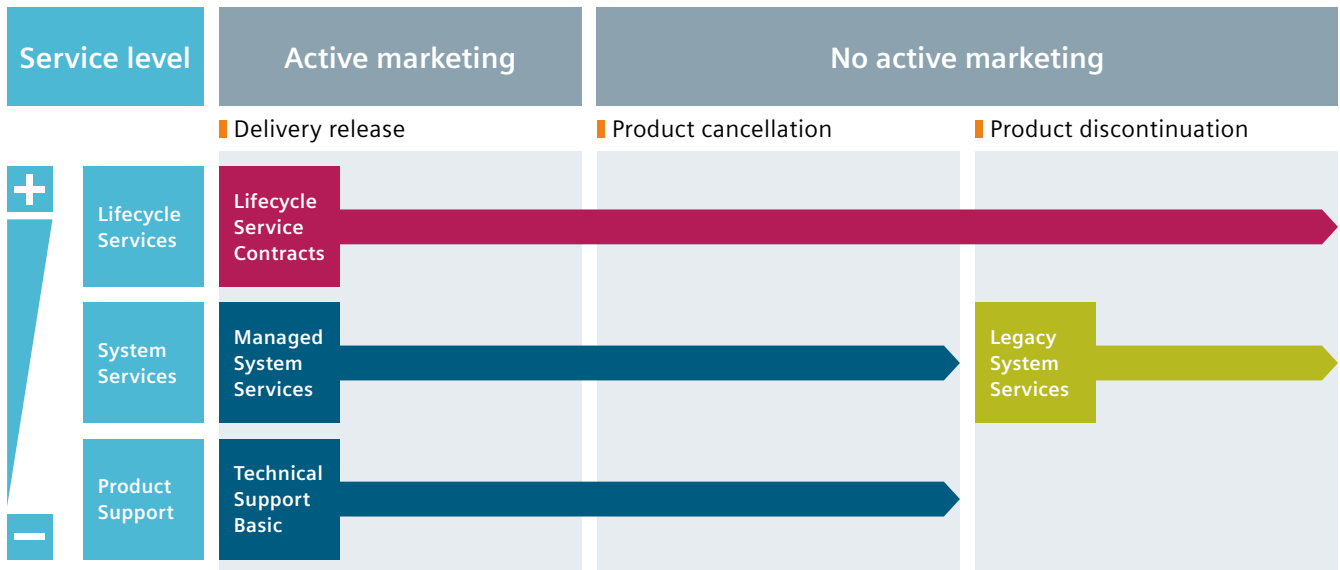
Managed System Services – proactive and comprehensive

Complex automation and drive products working smoothly together ensures high productivity and economic efficiency in machines and plants across a wide variety of applications and sectors.

Expert and effective support of the products and systems being used is vitally important, especially for engineering tasks and maintenance.

From system inventory to technical support and regular system reports, Managed System Services provide comprehensive system support.

Our service level in a lifecycle



Managed System Services in the environment of different service levels

Delivery release
Product can be ordered and delivered.

Product cancellation
Product can be ordered and delivered as a spare part (hardware). Usually, there is no similar milestone for software.

Product discontinuation
Warranties are processed only.

Service level “Lifecycle Services”

The requirements and customer specifications for operating a plant are very specific, particularly in the case of lifecycles lasting 15 years and more. Therefore, the focus of Lifecycle Services is to ensure investment protection, system availability, obsolescence management and the planning of upgrades.

An individualized, flexible Lifecycle Service contract allows for a lower Total Cost of Ownership (TCO) with plannable costs for the maintenance and modernization of a plant.

Service level “System Services”

In this service level, two different system services are available: one for the phase of active marketing (Managed System Services) and the other for the time after product cancellation (Legacy System Services).

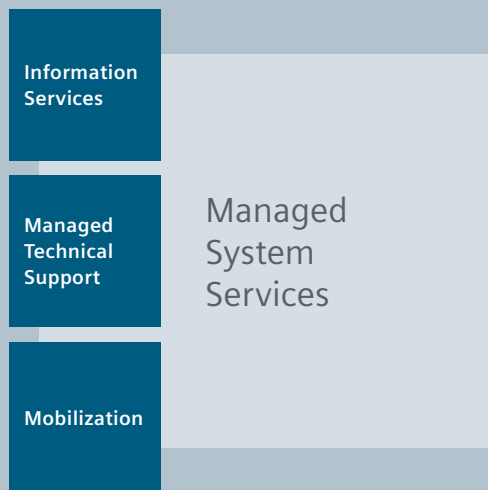
Both modularly structured services are aimed at covering comprehensive system support in accordance with the contractual agreement.

Service level “Product Support”

Product Support in the form of “Technical Support Basic” is provided in the phase of active product marketing.

Technical Support Basic is offered for the products and systems of Siemens Industry. This service provides advice and support on a case-by-case basis for problems that can be solved quickly via telephone, e-mail and remote desktop assistance.

Individual support – for the entire system



Managed System Services are modularly structured lifecycle services focused on providing comprehensive system support with innovative and proactive services.

The core of this portfolio element consists of a comprehensive system inventory, the centralized coordination of all service activities by a Support Manager and regular reports.

Mobilization

A set-up is performed in the Mobilization module to obtain precise knowledge of

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

After the completion of this module, you obtain information on service execution, communication and IT access and an initial Lifecycle Status Report.

Inventory



Access



Report



Managed Technical Support

A central Support Manager prioritizes and coordinates all required service and support activities.

He also ensures the efficient exchange of information between the participating partners.

Thanks to the close coordination and overarching role of the Support Manager, he can apply the experience already gathered and existing solutions to process complex requests.

Support Manager



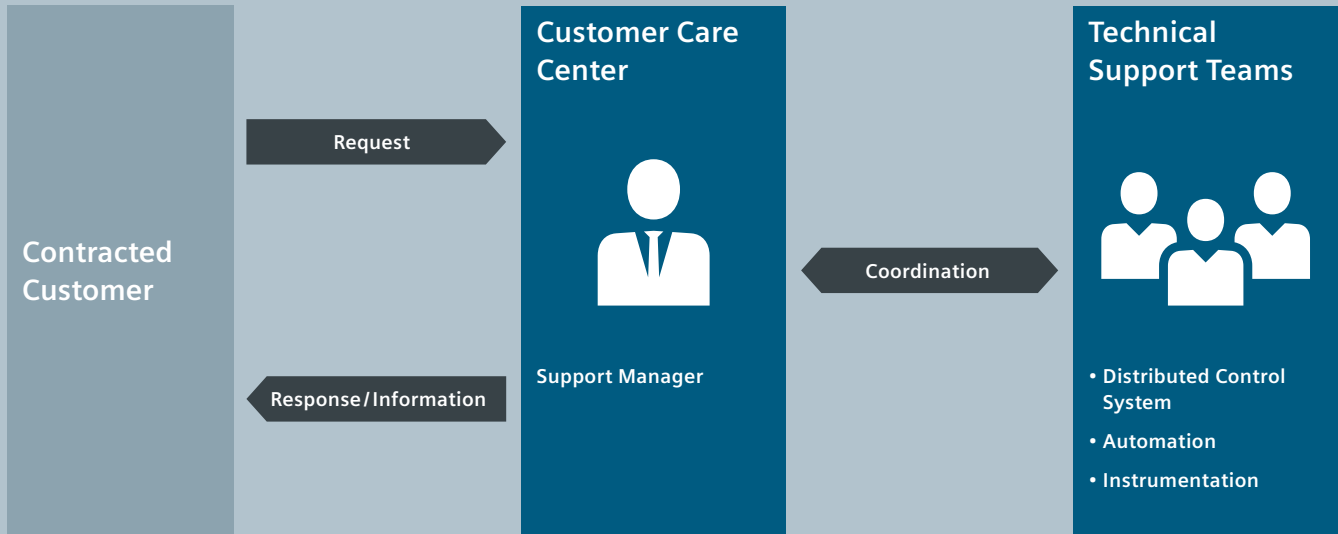
Communications



Know-how



Competent, efficient, proactive



The Support Manager is the central contact for Managed System Services

Information Services – Reports

From the initial system inventory to the final report, this module delivers Status Reports throughout the term of the contract.

- A Lifecycle Report Basic on the status and availability of the products and systems in use is delivered at the beginning of the contract term.
- During the contract term, a quarterly Status Report documents the service history and still unresolved requests.
- A Lifecycle Report Comprehensive containing individualized service recommendations is delivered at the end of the contract term.

Lifecycle Reports



Information Services – Online Information System

This module provides exclusive access to the Online Information System containing all contract-relevant contents, including but not limited to the following information:

- A “Company View” of all support requests
- Extranet with
 - service-relevant system information
 - multimedia contents, e.g. webinars
 - service tools downloads
 - specialized information about service products

Online Information



Your advantages in the applications

Engineering

In processing technical requests for system support, it is always necessary to evaluate the different combinations of products and applications in the context of their environmental conditions. Processing the request can be time-intensive, but at any rate requires a high degree of expertise and experience.

With Managed System Services, you benefit from access to expert and effective support.



Maintenance

The growing complexity of systems and plants makes the expert support of specialists all the more important. All the different system components must work smoothly together in order to ensure productivity and economic efficiency in operation.

Managed Technical Support possesses comprehensive information on the installed base and service history. This allows for the efficient processing of service requests and improves the first-time fix rate substantially.

Information and documentation

The inventory of the installed base performed during the Mobilization phase establishes the basis for a number of Information Services und Reports. This allows for proactive service activities throughout the term of the contract.

In addition, the plant status is clearly documented at all times. This includes information on the general availability of the products in use and the plant services performed.



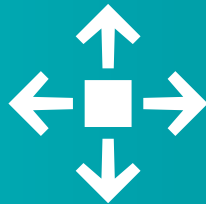
Benefit from Managed System Services

Individualized &
competent



System-oriented and individualized processing leads to quick solutions, even for complex problems.

Coordinated &
efficient



From the beginning the centralized coordination ensures efficient processing.
Moreover, the early recognition of correlations avoids unplanned service costs.

Proactive &
informative

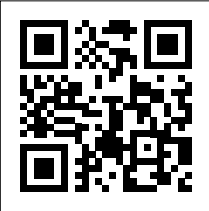


Regular Status Reports establish transparency regarding service needs.
Proactive, specific service information prevents rising maintenance costs.

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