



SIEMENS



Services for Industry

# Count Siemens services as one of your competitive advantages

Increase the productivity, flexibility and sustainability of your business.

[www.usa.siemens.com/services](http://www.usa.siemens.com/services)

# America's service partner for industry

Making the most of your equipment and operations can be difficult, especially with constantly changing market conditions. Working with our service experts makes it easier. And because we focus on increasing your productivity, flexibility and sustainability, Siemens can become one of your key competitive advantages. We understand your industry's unique processes and offer the services needed to address even your toughest challenges.

You can count on us to maximize your uptime and minimize your downtime, increasing your operations' productivity and reliability. When your operations must be changed quickly to meet a new demand or business opportunity, our services give you the flexibility needed to adapt. We also help make your operations as energy efficient as possible while keeping costs under control.

Our service engineers, technicians and professionals care about your business, becoming trusted partners by taking ownership of your problem until it is resolved. You can rely on our experts' responsiveness and knowledge combined with our advanced technology and services to keep your business up and running. We can support you where you need us, when you need us, 24/7.





## Advantage One:

# Productivity

You can rely on us for services that maintain your day-to-day operations at peak performance now and into the future. Our experienced, dedicated service teams understand what makes your business run safely and efficiently. And, we help you keep pace with changing technology by maintaining and modernizing your equipment to keep you as productive as possible.

With our broad portfolio of services, we can increase reliability and reduce operating costs over the entire lifecycle of your equipment.

### Online Support

User-friendly online support service guarantees speedy and comprehensive help so you don't lose any time. Our service website keeps you connected to the support you need and the latest advice and news as well as interactive service options and product support. You can ask a question online and receive an instant solution from our knowledge database. If you require more help, you can submit a request to our team of experts.

### Field Service

Siemens on-site service is never more than a phone call away, whether it's troubleshooting and emergency repairs or long-term services. With experts across a breadth of industries, we tailor our service capabilities to meet your specific requirements. We have what you need to keep your operations running, from one person for half a day to multiple, full-time personnel on-site for longer periods.

### Commissioning

Professional commissioning is essential to ensure safe and efficient operation of your equipment. Our services protect your system and its applications, while ensuring that your equipment and system components are performing as designed. Seasoned technicians provide quick resolution of issues as well as startup services.



### Repair Services

Our cost-effective repair services and overall equipment asset management programs extend the life of your equipment and increase its efficiency and effectiveness. We offer many different repair options at our centralized repair centers, from exact part repair to overhaul and advanced replacement, and support legacy products as well as current state-of-the-art systems.

### Spare Parts

To get your equipment up and running again quickly, our extensive inventory and express delivery services support your operations 24/7. Local stocking and asset management programs, warehouse networks and state-of-the-art logistics can supply spare parts without delay, saving time and money and enabling you to reduce your own spare parts warehousing requirements. Our spare parts lifecycle policies assure replacement components over the long haul.

### Technical Learning Services

Our time-proven technical learning services give employees practical, hands-on experience that helps them design, commission, maintain and operate your equipment at peak performance and with a greater focus on safety. Engineers, field service professionals and instructors who have in-depth understanding of your equipment, processes and systems teach scheduled classes at our facilities on world-class simulation workstations or teach on-site training on your installed equipment. Courses can be customized to your specific requirements and industrial processes for large or small groups or one-on-one instruction.

## Advantage Two: **Flexibility**

Our services keep your operations up and running so you can remain flexible, focused on your core business and able to adapt to changing market conditions. We provide ongoing support that protects your equipment, facilities and operations. When the time comes, your ability to change your operations quickly to meet opportunities and maintain profitability will be a distinct competitive advantage. You can count on our experts' knowledge of your unique processes to immediately help transition your operations.

We work within your schedule to help you meet the changing needs of your business.

### **Technical Support**

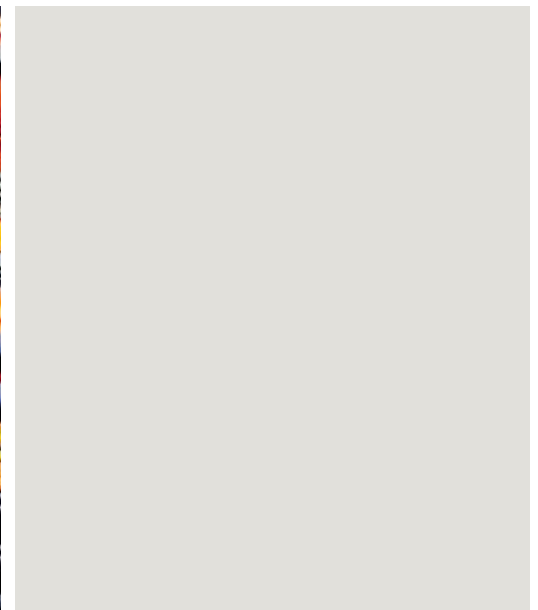
Siemens services actually begin before your purchase because we are always available to answer questions, an added advantage for you. Our call center is available 24/7, providing a single point of access to the breadth of knowledge and experience we have to offer, including experts familiar with your specific system.

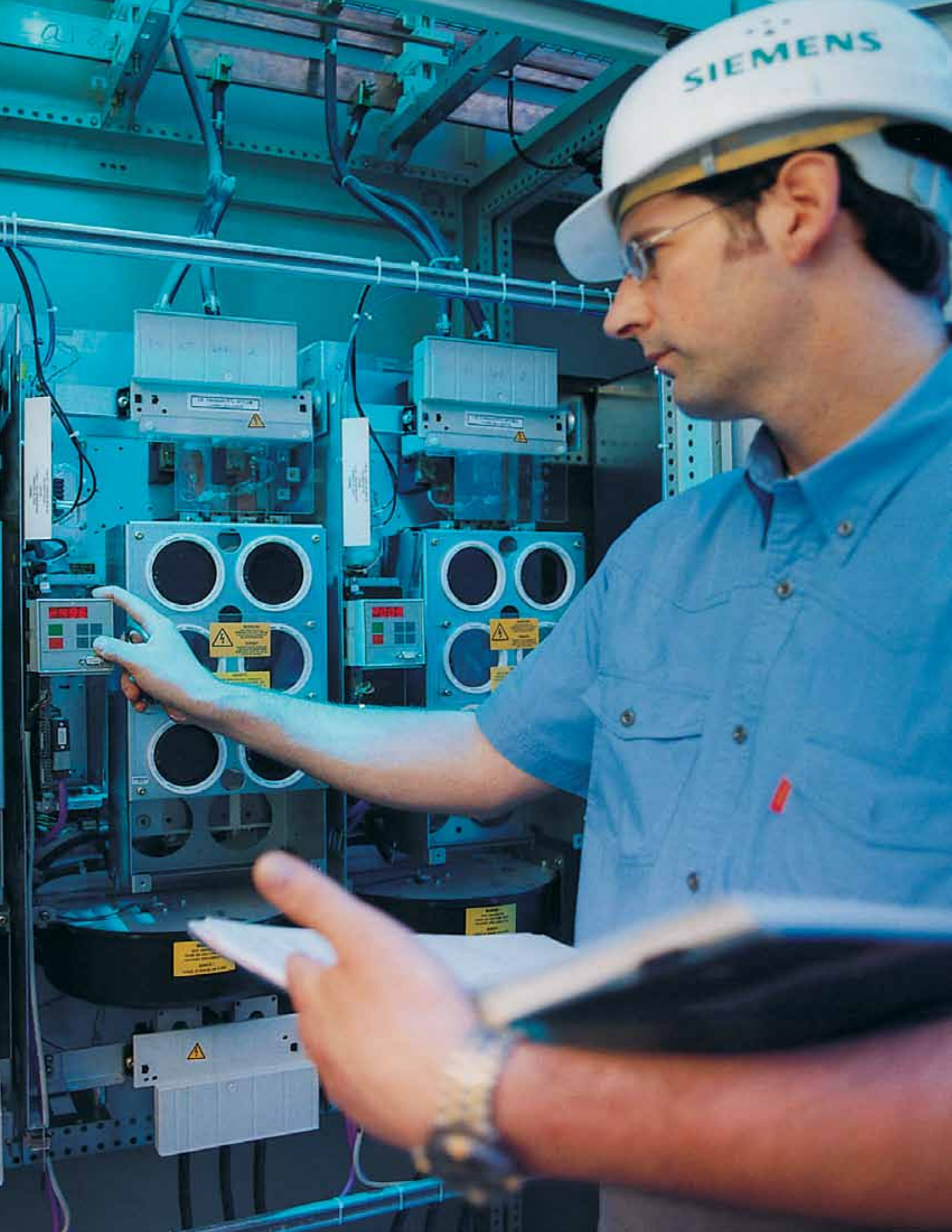
### **Service Contracts**

Our comprehensive service portfolio allows us to customize a service plan that will meet all your needs. Long-term plans are designed to avoid unscheduled downtime and reduce your total cost of ownership. Service agreements can include upgrades at fixed costs over a defined period that increase your plant safety and availability, and your peace of mind.

### **Asset Performance Management**

We provide plant management with both business and technical solutions that help maximize value for your business. Siemens experts will benchmark your current asset management processes to identify gaps and then develop and implement a risk-based improvement program. Our change management process will ensure that all of your assets, including employees, are aligned with your operational requirements and performing in the most effective, efficient way to bring the most value to your overall business plan, and your bottom line.









## Advantage Three:

# Sustainability

Our experts work closely with you to make your equipment more productive and energy efficient so your operations can be more profitable for the long term. Helping ensure a sustainable future for your business is our goal. We'll keep you up and running so you can adapt to competition and economic changes to keep your business viable. We'll also help your operations meet increasingly strict regulations.

Innovative Siemens technologies and services maximize the efficiency, quality and productivity of your operations to lower your total cost of ownership. Our monitoring services for overall equipment effectiveness (OEE) provide real-time efficiency data about your equipment availability, performance and production quality to identify areas with the greatest improvement and cost-reduction potential. By modernizing your equipment, we also reduce energy and resource consumption, thus reducing your costs and increasing your profitability.

### Retrofits

Retrofits that provide enhanced performance and improved reliability can keep your equipment up to date and efficient. Our experts replace outdated or obsolete components with

state-of-the-art technology that prolongs the life and increases the overall performance of your equipment. We can retrofit newer versions of equipment into existing installations or rebuild and refurbish a complete system.

### Condition Monitoring

To ensure high equipment availability and reduce your overall maintenance costs, we proactively monitor the condition of critical components and parts to predict potential failures before they happen. This puts you in control of selecting the best time for repairs, overhauls or a planned shutdown that will lessen the impact on your operations. Our solutions also trigger adjustments that help keep your operations as energy efficient as possible.

### Consulting

Backed by a broad network, our service experts are highly knowledgeable in key industries and work with your team to drive the most efficient and cost-effective production possible. Whether you require asset information management, energy management or performance monitoring, our experts help you achieve bottom-line results.

# Make our expertise your competitive advantage

Use our expertise to your advantage. Siemens has a 160-year history of proven product research, development and engineering talent, and we're using that knowledge to increase the productivity and flexibility of your business and help ensure its long-term sustainability.

Our portfolio of lifecycle services reduces your total cost of ownership. Servicing and modernizing your equipment over the entire lifecycle helps maximize energy efficiency and reduce water consumption and waste, resulting in a smaller carbon footprint. All services are delivered with our uncompromising commitment to safety, environmental and regulatory compliance.

Put the collective power and innovative thinking of Siemens to work for you. More than 3,000 dedicated service engineers, technicians and professionals across the country work with our customers every day to help keep America's industry operating safely and efficiently. Your success is our success.







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