SIEMENS CAx ONLINE TOOL ENHANCES CUSTOMER EXPERIENCE

Exceeding customer expectations is a cornerstone for Siemens Industry, Inc, so the development of an online tool allowing its customers and partners to obtain important product information 24/7 was imperative for the company’s Control Components and Systems Engineering business unit.

Siemens CAx online portal at www.siemens.com/cax now services hundreds of customers, allowing each to obtain comprehensive data for direct import into engineering programs, including manuals, data sheets, operating instructions, UL/CSA/CE/CCC files and graphical data such as 2D drawings, 3D models and circuit diagrams.

“We specifically designed this tool for our customers and partners, giving 24/7 access to technical documentation that facilitates operational efficiencies,” says Dale Langston, Vice President of Control Components and System Engineering.

“While we maintain close, trusted and personal relationships across the board with our customers and partners, we want to provide immediate access to valuable information, when, where and how our customers want it,” he adds.

Siemens CAx offers data in multiple languages for its customers globally, and the site’s “My Document Manager” function provides quick and easy navigation throughout the site.

“For us, customer service is a founding principle of our company, and our ability to support our customers before, during and after the sale helps not only us to be successful, but provides for the continued success of our customers,” says Pat Ivie, an electric engineer with Flander Electric, a global supplier of electrical apparatus solutions, including electric motors, drives, control system integration, electric motor repair, and custom motors.

“Having real-time access to technical data through Siemens CAx system gives our team the ability to exceed our customer’s expectations, and helps us to maintain a solid reputation as a global leader,” say Ivie.
Siemens Control Components and Systems Engineering business unit manufactures and markets products for commercial industrial applications. Headquartered in Norcross, GA, its products include IEC/NEMA control solutions, motor control centers, solar inverter systems and technical training. The business unit’s customers include contractors, facility managers, OEMs, electrical distributors, end users and consulting specifying engineers.