



All-round support

For our machine tool dealers
and their customers

SINUMERIK User Support

Answers for industry.

SIEMENS

Support right from the start



From customer-specific configuration to operation to machine modernization – our support services cover the complete life cycle of a CNC machine tool.

Most CNC machine tools are used in medium-sized companies – all over the world. These companies generally purchase their machine tools from local dealers. In other words, from you. We can provide support as your partner – with services covering the complete value chain for CNC machines.

That includes supporting services:

- For commissioning and configuration of machine tools
- For training on operation on programming
- For qualification of your sales and service staff
- For service and repair works
- For state-of-the-art processing strategies and tools for machine tools on the basis of technology workshops together with partners

Worldwide, wherever you need us



Machine tool dealers and users of CNC machine tools need on-site support –
tailored to local requirements.

Competent contact persons from Siemens provide you with support worldwide so that you can run your local business even more successfully. A network of user support specialists is spread across the regions to cover every corner. For personal contact in real time.

That ensures quick support on location, directly at your and your customers' sites.

Something for everyone



When we say support, we mean giving you, the dealer, all the assistance you need – with all processes involving machine tools.

As a dealer, you are the link between the user and the manufacturer. Therefore, we are prepared to provide you all the support you need for your various requirements.

Support for your customers:

- Support for secondary commissioning at your customer's location
- Quick help correcting malfunctions on machines
- Spare parts supply

Support for your employees:

- Sales training for your sales agents
- Technical training for your service personnel
- CNC training and basic SINUMERIK® training

Support for your company:

- Support for in-house exhibitions, trade shows or workshops for your customers, for example, with advertising material, catalogs, controller demonstrations or presentations
- Material for sales support: sales arguments, individualized functional descriptions as well as demo material for PCs

Competence makes the difference – worldwide



Take advantage of our CNC machining technicians and applications experts
in our technology centers worldwide.

With the grand opening of the central Technology and Applications Center (TAC) in Erlangen/Germany in June 2007, the first cornerstone has been laid for a worldwide network of technology centers (TC). Aside from hands-on experience with various CNC machine tools for turning and milling, you can consult machining experts. Other TCs are under development worldwide – run directly by Siemens or in cooperation with partners.

Expanding know-how efficiently



In addition to Siemens Training Centers, we have a network of local instruction and training partners in nearly every country and are continuously expanding the network even further.

We provide training modules tailored to:

- Sales agents for CNC machine tools
- Applications technicians for CNC machine tools
- Service technicians for CNC machine tools
- Operators of CNC machine tools

Training for the trainer

Customers now generally expect some initial instruction on CNC machine tools – and they expect it free of charge.

Our “train-the-trainer” measures give you, the machine tool dealer or CNC user, a low-cost alternative for further training your specialists.

Training for the operator

Training for CNC specialists varies greatly from country to country – ranging from officially certified professions such as machine technicians to on-the-job training.

Ask our dealer and user support representative for more information.

Thinking in partnerships



When we say support, we also mean cooperating with partners to provide you with comprehensive and complete service. That way, we can bundle our competencies, keep one another up to date on technology and, consequently, increase your competitiveness.

- Tool manufacturers
- Machine chuck manufacturers
- CNC training partners
- Financial service providers

Strong financing partners

Today, users of CNC machine tools usually have to make advance payments for new acquisitions. To do so, they need flexible financing solutions.

Siemens Financial Services (SFS) is a strong financing partner for CNC machine tools.

Siemens AG
Industry Sector
Motion Control Systems
P.O. Box 31 80
91050 ERLANGEN
GERMANY

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