



# SIEMENS

Industry Services

## Harness the full potential of remote-enabled automation systems

SIMATIC Remote Services

The modular SIMATIC Remote Services from Siemens ensure proactive assistance right from the manufacturer throughout a plant's entire lifecycle.

The safe and certified Siemens Remote Service Platform enables fast, efficient, and profitable support by the Siemens experts.

### Available support service modules:

- Starter package (reactive support)
- Enhanced package (reactive support and managed services)
- Comprehensive package (reactive support, managed services, and preventive module)

### Three good reasons to pick: Siemens SIMATIC Remote Services:

#### 1. Safe platform:

The Siemens common Remote Service Platform enables the safe remote connection of the SIMATIC automation system through a certified infrastructure with highest safety standards.

#### 2. Efficient and fast implementation:

The Siemens experts connect directly with the SIMATIC automation system – worldwide. Problems can even be solved in a proactive manner.

#### 3. Worldwide expert knowledge

The Siemens experts' well-founded knowledge is immediately available around the globe. Arrival or travel times become a thing of the past.

Answers for industry.

6 service departments within the Industry Sector

More than 1,000 Siemens experts around the globe

Over 200 plants and 1,600 systems connected worldwide

19,000 Remote Service sessions per year

\* Figures refer to the Siemens Remote Service Platform at Siemens Industry



## Reliable and proven

### The Siemens Remote Service Platform:

- Staged safety and admission concept
- Collaboration & Customer Web Portal
- Central monitoring, logging, and reporting
- Access transparency through email notification
- Non-interaction through decoupling of networks
- Cutting-edge safety concept closely following the Industrial Security concept
- Certified according to ISO 27001

Alexander Storl, Remote Service manager at Technical Support Industry:

»With SIMATIC Remote Services, we offer a safe Web-based solution for the monitoring, maintenance, and repair of your machines and plants.

You as a user benefit from short reaction and solution times as well as lower service costs. This way you increase your plants' availability and productivity in a sustainable manner.

Our Website provides further information about our comprehensive range of services. Why not have a look right now?«

[www.siemens.com/industry/simatic-rs](http://www.siemens.com/industry/simatic-rs)

The Siemens Remote Services are an increasingly important service offer, and, hence, a crucial part of the Siemens Industry Services.

Siemens supports customers all over the world with these services – throughout the entire lifecycle of their plants. Siemens contributes to sustainable competitiveness with comprehensive product knowledge and the Siemens experts' industry expertise.

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