

Corrective
Fast, global service



Preventive
Reduced downtimes



Predictive
Maximum reliability



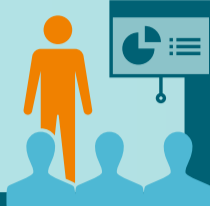
Industry Services

Support & Consulting Services



- Online Support
- Basic Technical Support
- Extended Technical Support
- Managed System Services
- Engineering Support & Consulting Services
 - Lifecycle Information Services
 - SIMATIC System Audit

Training Services SITRAIN



- Product related training
- Customer specific training
- Remote learning

Digital Services



- Digitization Check
- Industrial Network Validation
- Condition Monitoring
- Analytic Services
- Platform as a Service

Spare Parts Services



- Extended Exchange Option
- Asset Optimization Services
- Emergency Spare Parts Services
- Local Managed Spare Parts Stock
- Spare Parts Packages

Industry Services

Repair Services



- Standard Repair Services
- Extended Repair Services
 - Special Investigation
 - General Overhaul
 - Motor Efficiency Optimization

Field & Maintenance Services



- Commissioning Services
- Inspection Services
- Preventive Maintenance
- Corrective Maintenance
- 24/7 On Call Service
- Remote Services

Retrofit & Modernization Services



- Retrofits - Motors, Converters & Machine Tools
- Migrations - Consult, Support & Application
- SIMATIC Virtualization as a Service
- DCS / SCADA Infrastructure

*"Keeping your business **running** and **shaping** your digital future."*



Sales & Returns
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Service & Contract Quotations
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Training
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Technical Support
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Field Service & Emergency Spare Parts
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Online Support

- Product Support
- Services
- Forum
- mySupport



- **support.industry.siemens.com**
- Product Support: Access to manuals, FAQ, examples, updates and more
- Services: Service catalog
- Forum: Information exchange with experts
- mySupport: Support requests, personalization, newsletters and more

Basic Technical Support



- Free basic technical support
- During office hours within 4 hours response
- For easy to resolve requests
- Handled by technical experts
- Secure remote support

Extended Technical Support



- Individual support offering for complex requests
- Troubleshoot and correct errors
- Handled by specialized technical experts

Service Card



- Priority call-back
- 24/5 around the clock, monday - friday
- One hour Extended Technical Support
- Mature product support
- Registration required
- Valid for one call or one year

Service Programs & Agreements



- 24/7 staffed NL coordination desk
- 24/7 technical support
- 24/7 on call remote services
- 24/7 on call corrective maintenance
- 24/7 managed spare parts stock
- Annual lifecycle information service
- Scheduled preventive maintenance

Support App



- Support request
- Scan of product code
- Spare parts search
- Personalized favorites offline
- Manuals, FAQ, examples and more

Managed System Services



- Individualized support
- Proactive system services
- Information services
- Managed technical support

Remote Access Service



- Shorter maintenance intervals
- Faster diagnoses
- Increased first time fix
- Pro-active early warning
- Cost efficient & environment friendly
- Secured remote service platform

Environment, Health, Safety & Security



- Environmental protection
- Reduction of CO₂
- Zero harm culture
- Safety risk inventory and evaluation
- IT Security mindset in process & platform

“Around the clock **expertise and parts** for all Siemens Industry technologies.”

