



The Services CD-ROM contains detailed information all about Service & Support.

The service catalog is multi-lingual and is also available offline without Internet connection.

Service & Support in Germany

Online Support
www.siemens.de/automation/service&support
 Support Request
www.siemens.de/automation/support-request
 Technical Support
 Tel. 0180 / 50 50 222
 Field Service
 Tel. 0180 / 50 50 444
 Spare Parts and Repairs
 Tel. 0180 / 50 50 448

Automation & Drives

Ident No.

SIEMENS

Service & Support in Germany

Edition 2005

Your direct contact to Service and Support in Germany

Online Support: www.siemens.com/automation/service&support
 Support Request: www.siemens.com/automation/support-request
 Technical Support: Tel.: +49 (0) 0180 5050 222
 Fax: +49 (0) 0180 5050 223
 Field Service: Tel.: 0180 5050 444
 Repair Service: Tel.: 0180 5050 448
 Spare Parts Service: Tel.: 0180 5050 448

Siemens AG

Automation and Drives

www.siemens.com/automation

The information provided in this brochure contains merely general descriptions or characteristics of performance which in actual case of use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

service & SUPPORT

SIEMENS

Service & Support

Contents

The Requirement for Success

A Perfect Strategy	■ The Service & Support Strategy	4
	■ Overview of Services	6

Services in Automation

Quality Through Competence – Custom-made Services	■ Service competence	8
	■ Transparency	8
	■ Services made to measure	8

Online Support

Always the First Step	■ Facts & Figures	11
	■ Features	12
	■ Support Request	14

Technical Support

Competent Answers to Technical Questions	■ This is how Technical Support works	17
	■ Facts & Figures	18
	■ All the services at a glance	20

Automation Value Card

Small Card – Big Support	■ Services by card. This is how it works	23
	■ Credits used up? – This is how you reload	23
	■ The AVC service catalog	24
	■ The easy way to AVC	24

Technical Consulting

The System Know-how of the Product Manufacturer	■ Consulting services	27
---	---------------------------------	----

Configuration and Software Engineering

Consulting Throughout the Project	■ Configuration service	28
	■ Software Engineering service	28

Field Service

And Everything Runs Smoothly	■ Rapid reactions	30
	■ Commissioning and Service assignments	30

Spare Parts

Ensuring High Availability	■ Overview	32
	■ Spare parts the easy way	32
	■ Spare parts stocking	33
	■ Or repairs after all?	33
	■ Emergencies	33

Repairs

Fast and Inexpensive	■ Repairs – or replacement after all?	34
	■ What repair types are available?	35
	■ Where are repairs performed?/Prices	35

Optimization and Modernization

Effective Increase in Productivity	■ Optimization	36
	■ Modernization	36

Service Contracts

Maximum Security with High Productivity	38
---	-----------	----

Service & Support in the Worldwide Network

We Support your Business Worldwide	■ The Service & Support community	40
	■ Online Support	40
	■ Technical Support	40
	■ Field Service	41
	■ Spare Parts/Repairs	41

Central Technical Support in the Worldwide Network

Follow the Sun	42
----------------	-----------	----

The Requirement for Success

A Perfect Strategy

The Service & Support Strategy

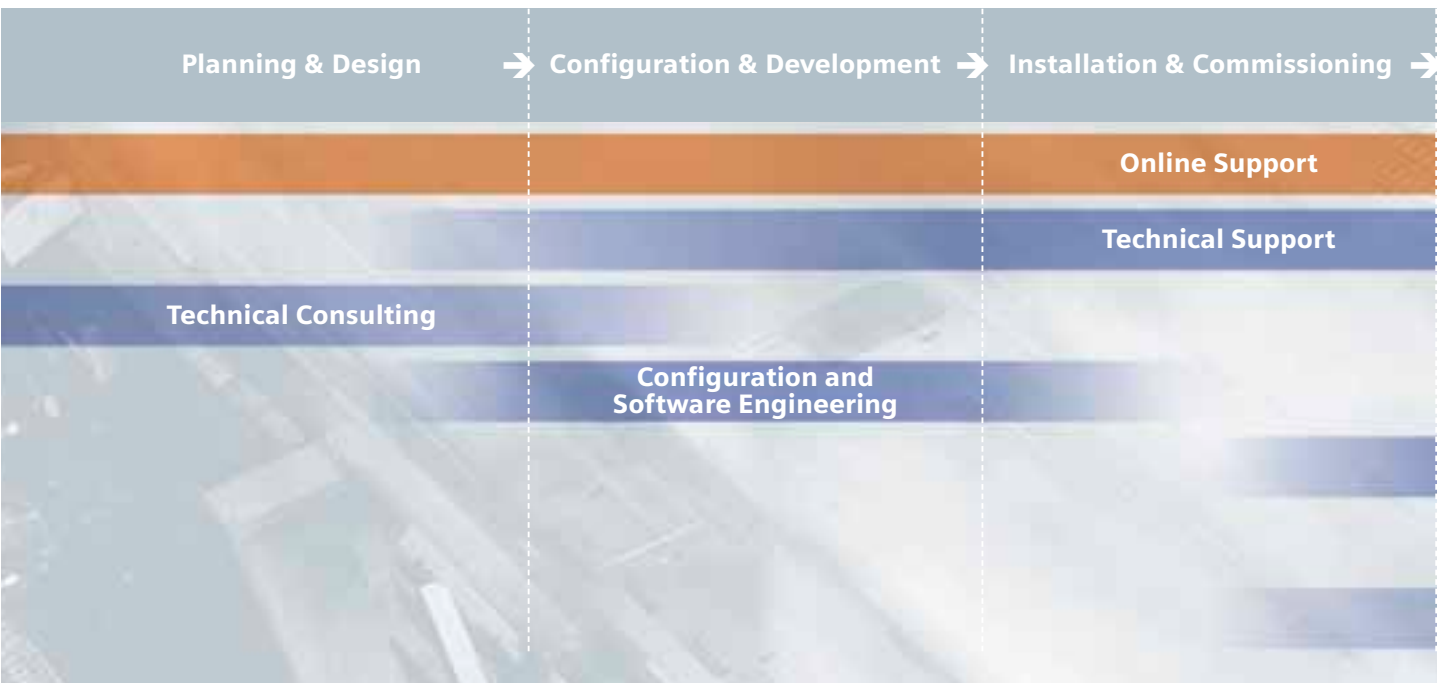
In the face of fierce competition you need optimum requirements to keep ahead all the time: a good starting position, a sophisticated strategy and a support team on hand as and when required – in every phase. Service & Support from Siemens Automation and Drives gives you the support you need.

With a whole range of different services for automation and drives engineering.

In every phase: from planning to commissioning through to maintenance and modernization. Our specialists know their business. They know how to maintain the high

productivity and economic operation of your plant.

In every phase: **the right support**



SERVICE & SUPPORT



Your benefits:

- Time savings
- Significant cost reductions
- Reliable planning
- Optimum technical support
- Maximum implementation security
- High operational availability
- Minimized risks in decision making

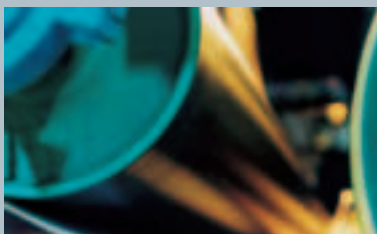
Operation & Maintenance →

Modernization

Field Service

Spare Parts and Repairs

Optimization and
Modernization



The Requirement for Success

A Perfect Strategy

Overview of Services

Online Support

The extensive information system available 24/7 via the Internet ranging from Product Support and Service & Support to the AVC downloads.

Technical Support

The competent consulting service for technical questions regarding a wide range of requirements-based services for our products and systems.

Technical Consulting

Support in the planning and design of your project: from detailed actual state analysis and target definition to consulting on products and systems and elaboration of an automation solution.

Configuration and Software Engineering

Requirements-based support in configuring and developing automation projects through to their implementation.

Field Service

Our Field Service offers you all possible services ranging from commissioning and maintenance through to fault clearance and service contracts. These are important requirements for ensuring the high availability of your machines and systems.

Repairs and Spare Parts

In the operating phase of a machine or of a plant we provide an extensive repair and spare parts service for high levels of operational reliability.

Optimization and Modernization

To increase productivity and reduce costs in your project we offer you quality services for optimization and modernization.



