




SIEMENS



Industry Services

End of Product Lifecycle



Technology-based services for a greater competitive edge

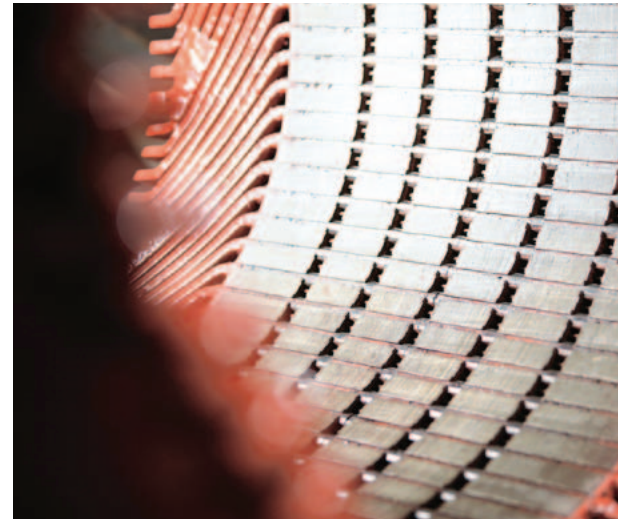
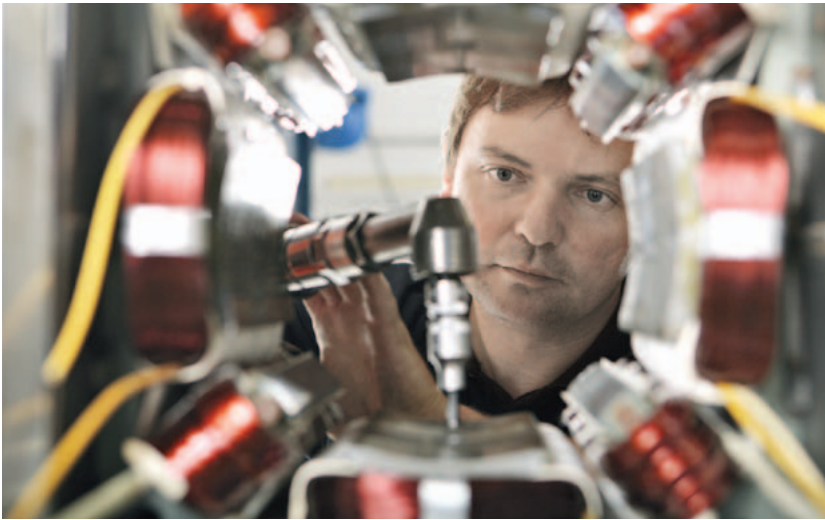
Minimum downtime and the optimum use of staff and resources are key to sustainable success in industry. Siemens provides the basis for greater productivity, flexibility, and efficiency with technology-based services throughout the lifecycle of an industrial plant – reliably, globally, and around the clock. In-depth technology and product knowledge as well as industry expertise within Siemens' global network of experts ensure a considerable competitive edge.

The challenge:

Economical implementation of product phase-out strategies for manufacturers and operators

Manufacturers of electrical devices and components need services to ensure customer service at the end of the lifecycle of their products. Operators of industrial plants and maintenance contractors face similar challenges:

They need services to assure the availability of plants and components over the entire lifecycle of their plant.



The challenge:

Economical implementation of product phase-out strategies for manufacturers

Manufacturers of electrical devices and components in particular frequently face the challenge of assuring high-quality customer service economically at the end of the product lifecycle. That includes, for instance, continuing to market successful products while a successor type is introduced simultaneously, or meeting obligations to supply spare parts and take back discontinued products.

Frequently, companies need to cut service costs and lack the resources to handle returns themselves or carry out their own repairs. Alternatively it might be necessary to reproduce individual or small series down to a batch size of 1.

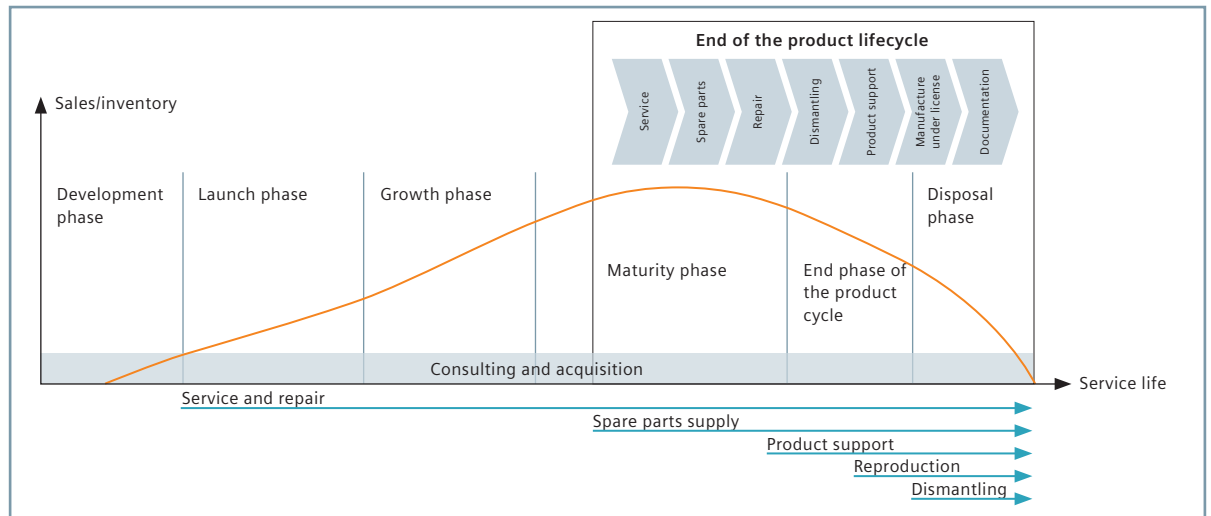
The challenge:

Assuring plant and component availability for operators and maintenance contractors

Industrial plant operators and maintenance contractors face the challenge of assuring plant and component availability over the whole lifecycle of the plant.

They need services that

- Facilitate the operation of old plants
- Assure the availability of old industrial plants
- Find spare parts for discontinued products or components
- Assure the supply of spare parts for old components



The solution:

End of product lifecycle services

With these services, Siemens Industry Services ensures that older industrial plants as well can continue to be operated with high availability.

Siemens Industry Services offers:

- Repairs (local and in-house service)
- Service and maintenance
- Spare parts management
- Development of phase-out strategies
- Retrofit and emulation
- Reproduction
- Conversion and design
- Spare parts residual coverage
- Recycling of parts
- Disposal

Additional services

- Commissioning
- Maintenance and inspection
- Configuration
- Calibration
- Delivery logistics
- Import/export processing
- Extension of warranty
- Reporting and analysis
- Customer support

Good reasons for

end of product lifecycle services

- Professional product support at the end of the product lifecycle
- Long-term assurance of high service quality and supply and operating reliability for the products
- The customer can concentrate on his core competencies, e.g. development, marketing and production of new, innovative products
- Optimization of service investments, reduction of the costs for maintenance of a service infrastructure by using Siemens' global service network
- Services for all phases of the product lifecycle from a single source of supply, including professional reporting

The benefit:
Comprehensive support from a single source of supply

The End of Product Lifecycle services from Siemens Industry Services provide comprehensive support in the planning and implementation of product phase-out strategies. They are based on the technical and logistical efficiency of one of the largest manufacturers of automation and drive components worldwide.

Siemens Industry Services is a single source of supply for:

- Reproduction management of electrical and electronic products, components and assemblies for industrial use
- Restoration of old equipment and products that are at the end of their product lifecycle
- Project management and devising of phase-out strategies for migrations and upgrades
- Comparison of stock and field inventories for determining criticality in case of a malfunction, e.g. for coverage with residual spare parts
- Taking back products and devices for recycling spare parts
- Proper, environmentally acceptable disposal of old devices and components

For further information and support, please contact your local Siemens partner:
www.siemens.com/services/partner

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