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: full control technology functionality throughout the entire lifecycle
The availability and serviceability of control technology are key success factors when it comes to optimizing operating costs, protecting investments, and ensuring plant availability. With optimized expenditures, Lifecycle Services ensure complete control technology functionality in state-of-the-art plants throughout specific periods of time. This requires scheduled modernizations, because the widespread use of constantly evolving PC systems in automation creates strong pressure for innovation.

Only by using control technology that keeps pace with the ongoing development of system technology throughout the entire lifecycle is it possible to safeguard the value of a plant and remain competitive in terms of productivity and efficiency.
Available, schedulable, safe: the life of your plant is in good hands

The solution:
customized packages for individual proactive services
To ensure the functional integrity and expansion of the state-of-the-art SIMATIC PCS 7 control system, Siemens Industry Services offers customers a professional service concept with flexible service packages, optimally tailored to the individual wishes and requirements of customers. Siemens works with customers to create a foundation for:
- Schedulable modernization and service costs
- Increased plant availability
- Investment protection and ensured serviceability – including plant modernizations or upgrades
- Optimal technical support for systems
- Safeguarded ability to supply spare parts

Every process plant is unique, a fact that is reflected in each plant's specific service requirements. The requirements placed on the range of services are equally as varied.

In focus:
service requirements of the process industry
Based on extensive practical automation experience, Siemens offers a comprehensive service portfolio that can be modularly tailored to meet any type of requirement and optimally adapted to meet the diverse needs in a plant's lifecycle.

The SIMATIC PCS 7 Lifecycle Services portfolio encompasses all the corresponding product groups and systems of Siemens automation technology. The range of services includes basic services such as access to online support and technical support.
Portfolio of SIMATIC PCS 7 Lifecycle Services

Contract Modules

Extended Lifecycle Service
- Modernization Updates/Upgrades
- Software Update Service
- Spare Parts Inventory (Option)
- Obsolescence Management (Information Service)

Basis Lifecycle Service
- Inspection, Maintenance

Maintenance Service
- Standby Service, Repair
- Online Support, Technical Support

Standard Service

Options
- Extended Service Time 24/7
- System Assessment/ Audit
- Software Update Services
- Extended Exchange Option
- Asset Optimization
- Technical Support via AVC
- Remote Services
Other contract modules can be added to gradually supplement service as needed. The following four modules form the cornerstones of the service portfolio:

**Standard Service**
Support, on-call service, corrective maintenance

**Maintenance Service**
Inspection and maintenance

**Basic Lifecycle Service**
Spare parts supply, obsolescence management

**Extended Lifecycle Service**
Modernization, update/upgrade services

These four modules can be individually supplemented with additional services, for example:
- Extended service times, e.g. 24-hour service
- System assessment/audit
- Software update service
- Extended exchange option
- Asset optimization
- Technical support via Automation Value Card (AVC)
- Remote services

The range of services for individually compiled service modules is stipulated in a contract. This safeguards the long-term productivity of a plant while also ensuring that costs remain transparent and predictable.

If plant modifications occur, service contract management makes it possible to adjust contracts accordingly and includes up-to-date documentation as well as planning measures and performance controlling.

This makes it possible, for example, to flexibly define the duration of a contract for the SIMATIC PCS 7 Lifecycle Services in annual installments.
Systematic perfection: four service modules

**Standard Service**
With manuals, operating instructions, FAQs, and general product information, online support provides assistance for users who want to help themselves. Depending on the scope of the contract, users can also access technical support by telephone 24-hours a day. Escalation mechanisms provide for optimized response times and make it possible to handle more complex cases. Customers receive individual support for their technical queries. Standard Service naturally includes comprehensive and expert support – regardless of whether the query involves current products or ones that are no longer available.

The use of on-site service employees is another efficient form of support offered by Siemens as part of the Lifecycle Service contracts: Qualified employees or specialists from certified partner companies carry out diagnostic and troubleshooting measures at the plant – efficiently and within the periods of time specified in the contract. The international Siemens network provides for fast service and high system availability around the globe. All work is clearly and precisely documented in reports. Arrival, response, and service times can be specified individually and are precisely tailored to meet the specific needs of individual plants.

**Maintenance Service**
For customers who would like to ensure a high degree of availability as well as maintain the value of their plants, Siemens offers services for preventive maintenance. Maximum system availability can only be achieved if, after professional installation, plants are operated and maintained according to specifications. Flexible and preventive maintenance measures are continuing to replace the classic approach of inspections based on rigid maintenance schedules. Condition-based maintenance concepts are far more efficient and cost-effective: Key performance indicators (KPI) are used to ascertain the actual stress level and degree of wear of individual components. That data is then used to determine the likelihood that the plant will continue to operate safely.

SIMATIC PCS 7 has sophisticated condition monitoring and maintenance tools that support proactive monitoring through real-time condition analyses. This makes it possible to eliminate possible malfunctions during scheduled service measures.

In addition, service level agreements can be negotiated: Using key performance indicators (KPI), performance can be measured and verified, thereby ensuring the availability and productivity of a plant.
Basic Lifecycle Service
Well-organized spare parts logistics and efficient obsolescence management always keep plants serviceable and provide a solid foundation for modernizations and expansions whenever the customer is ready.

Basic Lifecycle Service includes all previously described services plus spare parts logistics and obsolescence management. This begins with the provision of up-to-date plant-specific information regarding the availability of technical components and can extend to the complete planning and handling of modernization measures. The storage of suitable spare parts is crucial for smooth plant operation. Regardless of whether dealing with a central or regional warehouse, at one location or for a cluster of plants: Siemens offers customers original spare parts wherever and whenever they need them.

Obsolescence management has been fully integrated into Product Lifecycle Management; with appropriate stocking strategies, it ensures that components will be available to customers within contractually stipulated parameters and modernization plans. As a result, Siemens Industrial Services has nearly eliminated the risk that individual components might be unavailable.

Extended Lifecycle Service
To ensure that plant operators know today what they can expect tomorrow, the scope of services for Extended Lifecycle Service includes hardware and software upgrades at fixed costs over a defined period of time. And an extension of the Lifecycle Service contract will ensure that process functions are fully preserved and the Total Cost of Ownership can be fully predicted.

Because PC operating systems, control technology and application software cannot be maintained indefinitely on existing hardware, intelligent modernization and migration mechanisms need to take effect. During the course of a plant’s lifetime, system components are sometimes replaced multiple times and control system software has to be upgraded.

To ensure that user-specific automation software smoothly progresses through all migration steps and new functions provide for increased plant productivity, Siemens offers individual modernization concepts for process control technology as part of the Lifecycle Service contracts.
The benefit: **customized services from a strong partner**
The control system is the core of every process plant. Those who want to ensure the safe and reliable operation of their plants and production over a long period of time require comprehensive support for their process control system. SIMATIC PCS 7 Lifecycle Services offers precisely that – and more if needed. Customers have the choice, because the service contracts can be individually customized. This means that customers benefit from SIMATIC PCS 7 Lifecycle Services over the long term, regardless of whether they choose to go with a basic package that ensures rapid plant support or a comprehensive package where they don’t need to worry about anything.

**Individually optimized**

**Increased plant availability**
On-call service, spare parts concepts, and preventive maintenance measures have only one objective: minimized downtime for increased productivity.

**Reduced Total Costs of Ownership**
Reduced warehouse and personnel costs benefit plant operators while ensuring the same high level of service security with reduced capital commitment.

**High planning reliability**
Advanced planning of upcoming and expected modernization steps increases the flexibility for possible expansions at predictable prices.

**Focus on core business**
Siemens specialists relieve plant operators of important activities – from service readiness to preventive maintenance to comprehensive modernization.
The information in this data sheet contains general descriptions of the technical options and features available and may not always apply in individual cases or may be changed as a result of continuing product development. Performance features are binding only if expressly agreed upon by contract.

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