

Local Service Contracts for SINUMERIK

Reference: Federal Mogul

The customer challenge

Starting point

- Federal Mogul Nürnberg GmbH, Pistons
- German subsidiary company of the Federal Mogul Corporation, an international supplier for the automotive industry

Challenge

- Germany can only continue to be an out-standing industrial location by ensuring superior plant/system availability and productivity
- At the Nuremberg location, approx. 950 employees produce approx. 10 million pistons per year

How we helped

- Local Service Contracts from Siemens
- 148 machines in 11 machine series (lines)
- Service period
24 hours – 365 days/21 shifts per week
- Response time 3 hours

Federal Mogul: Siemens benefits

- Improved utilization of the service staff through plannable services and basic coverage of the service business (basic load by many machines)
- Improved customer bonding through clear processing and costs regulations for expenditure arising in case of fault
- A high contract portfolio minimizes the risks