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: fast and expert technical support
When it comes to automation solutions for systems and plants, the product interfaces not only need to be correctly configured, but optimal project planning of products and systems determines the efficiency and safety. Fast, expert analysis of system and error messages is essential to maintaining a high level of availability of machines and plants and initiating the appropriate measures if service is required. Whether they’re about “just” an individual product or about an entire automation solution, questions can arise at any time.

www.siemens.com/industry/lifecycle-services
The solution: Technical Support from Siemens Industry

Technical Support from Siemens offers individual technical support via telephone, e-mail, or remote access for all questions concerning the function, handling, application, and troubleshooting of products and systems for industry. Experienced service experts around the world give priority to handling urgent cases and, if necessary, call upon colleagues from development, on-site service, and sales. Technical Support is also provided for products that are no longer available or which have been discontinued.

The range of support services is organized into service packages customized to meet different requirements. Service is generally paid for using credits from the Automation Value Card (AVC). The AVC can be ordered via the regional Siemens contact, and the credits stored on the card can be used for a wide variety of services and downloads. The “Automation Value Card” chapter contains additional information about this subject. For more extensive and individualized support, customers can access a separate range of services that are billed on a time and material basis.
**Contacting Technical Support**

The Support Request is the most important input channel for questions regarding products from Siemens Industry Automation. With a Support Request, a query is given a unique identification number to facilitate tracking. It offers:
- Direct access to technical experts
- Suggested solutions for a wide range of different questions (e.g., FAQs)
- Status tracking

The Industry Online Support home page contains a direct link to the Support Request form at [www.siemens.com/industry/onlinesupport](http://www.siemens.com/industry/onlinesupport)

The Siemens contact partner database on the Internet contains contact information for regional Technical Support in various countries. The telephone number to reach Technical Support experts in Germany is: +49 (0) 911 895 7222
Technical Support services

**Basic**
“Basic” Technical Support is offered for all products and systems from Siemens Industry and can be accessed free of charge via all input channels. The package offers advice and support for tasks that can be quickly resolved by telephone and E-mail. Cases are handled in the order they are received. Siemens offers customers a range of Extended Support services for queries that cannot be resolved within one hour.

**Priority**
“Priority” Technical Support means that the next available specialist will promptly return the call, usually within just a few minutes. To ensure fast processing, users can only request Priority support by telephone, normally when a query is received in the Dispatch Center. Priority support is billed via the AVC (100 credits per case).

24h
“24h” Technical Support describes a service package which enables customers to reach Technical Support around the clock, 365 days per year. A specialist normally returns the call within two hours. If it is anticipated that it will take longer than one hour to resolve the case, customers will receive a quote for “Extended Support.” The costs for “24h” are based upon the time of the query and are billed via the AVC. On Mondays through Fridays between 5:00 p.m. and 8:00 a.m., the service costs 100 credits; on weekends and national holidays in Germany, the service costs 300 credits.

**Mature products**
This service is offered specifically for queries pertaining to products that are no longer available. The Mature Products Global List contains an overview of these products from Siemens Industry, and the list can be viewed on the Internet at www.siemens.com/industry/onlinesupport under the description of “Mature Products.” If it takes longer than one hour to resolve the case, the customer will receive a quote for “Extended Support.” If the case is resolved within one hour, 200 credits are deducted from the AVC balance for the service.
Extended
If the time required for a query exceeds an hour, the case is handled as “Extended” Technical Support. The service specialists from Siemens have extensive expertise in the areas of engineering, plant commissioning, and system tests. With their corresponding practical experience, they are able to help customers even with difficult cases. Due to the higher complexity of extended cases, Siemens primarily offers the following services:

- Scripting and script adaptation
- Project support and expansion
- Individual customer solution/special solutions
- Commissioning support

Customers benefit from:
- Savings of time and costs in the automation project
- Optimal preparation of required on-site work
- Competent support in critical project situations

“Extended” Technical Support encompasses all queries that cannot be resolved during “Basic” support. Orders for project support, for example, can also be directly assigned to “Extended” support. If the processing time is less than three hours, the service can be billed via the AVC (500 credits); if it takes longer to resolve the issue, Siemens provides the customer with an individual quote.

Typical application areas for “Extended”

<table>
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<tr>
<th>Project engineering of system migrations (e.g. STEPS &gt; STEP7, ProTool &gt; WinCC flexible etc.)</th>
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<tbody>
<tr>
<td>■ STEPS &gt; STEP7</td>
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<tr>
<td>■ WinCC V7 &gt; TIA Portal V11, WinCC V4.x/V5.x/V6.x &gt; WinCC V7.x</td>
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<tr>
<td>■ COM 1430 TCP; COM 1430 TF/COM 543x STEP7/Classic &gt; STEP 7 V11</td>
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<th>Configuration Checks / Health Checks</th>
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<td>Downloading of PC diagnostic data, the analysis and evaluation of:</td>
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<tr>
<td>■ The operating system state</td>
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<th>Reproduction of the system/plant behavior</th>
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<td>As part of “Extended” Technical Support, it is possible to precisely simulate the complete plant situation with the hardware and software actually being used.</td>
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<th>Commissioning support</th>
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<td>■ Analysis of problems in the user software</td>
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<tr>
<td>■ In-depth examination of automation projects</td>
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<tr>
<td>■ Analysis of scripts, bus protocols, complex database accesses</td>
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<tr>
<td>■ Customer-specific programming examples during the commissioning</td>
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<tr>
<td>■ Step-by-step support for product introduction</td>
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</table>
Remote Classic

“Remote Classic” Technical Support provides fast and effective support for remote diagnostics or troubleshooting in the automation system of a machine or plant. If a Remote Classic session exceeds three hours, Siemens provides the customer with a quote for “Remote Extended Support.” In order to quickly and efficiently carry out a remote session, Microsoft Office Live Meeting needs to be installed on the affected system in advance. In certain cases, “Remote Classic” can be billed via the Automation Value Card (500 credits).

In addition, Siemens offers a high-security and high-availability remote connection of SIMATIC automation systems with SIMATIC Remote Services (SRS). Comprehensive and modular remote services as well as preventive support are available based on the certified SRS platform.

Support contracts

Support contracts can be used to customize Technical Support to meet individual customer requirements based on Standard Support that covers the functions and operation of products and systems from Siemens Industry. In addition, customers can select from a variety of different independent options:
- Support times/accessibility
- Response times/direct contact
- Contact partners/Technical Account Manager
- Contact channels/access
- Remote support
- Customer-specific support
- Time and query quotas
- Proactive support intervals

With these options, Siemens specialists ensure optimal support and the efficient use of customer automation systems. For additional information about support contracts, please contact your regional Siemens contact partner.
At a glance: The Automation Value Card

Small card – lots of support
The Automation Value Card (AVC) is an integral part of the comprehensive service offering with which Siemens Industry reliably and expertly supports your machines and equipment throughout their entire lifecycle.

Card amounts and order numbers:
The AVC is available with four different starting balances and can be ordered just like a standard product from your contact at Siemens:

- 200 credits: 6ES7997-0BA00-0XA0
- 500 credits: 6ES7997-0BB00-0XA0
- 1,000 credits: 6ES7997-0BC00-0XA0
- 10,000 credits: 6ES7997-0BG00-0XA0

Support à la card: How it works
The card number and PIN are located on the back of the Automation Value Card. When delivered, the PIN is covered by a scratch-off field to protect the full card balance.

Inputting the card number and PIN gives you complete access to the various support services offered.

The amount for the service ordered is deducted from the balance on your Automation Value Card in the form of credits. Regardless of whether you need specific services from our Technical Support or wish to purchase high-quality functional modules and tools via our online portal, you can always use our Automation Value Card to pay. It’s transparent and secure, with no billing expenses.

You can use the card number and the associated PIN – which only you know – at any time to check your current balance and account transactions on our online portal: www.siemens.com/avc

Advantages at a glance
- Shop for services with no billing expenses for various services and downloads
- Currency-neutral card balance can be used worldwide
- Complete cost transparency with online account statements and security for all account transactions
- The balance can be replenished with no limits
- Can be simply ordered as a standard product
Technical Support from Siemens Industry offers customers a wide variety of customized services ranging from Basic support to individual support contracts. Regardless of whether required during the planning stage of an automation system or during the operation of a plant, Technical Support offers fast and expert support for all technical queries. Thanks to optimal technical support, customers can:

- Achieve a high degree of planning reliability
- Optimize engineering efforts
- Obtain maximum implementation security
- Accelerate commissioning
- Increase the operational availability of machines and plants

One special benefit is that support is offered even for products that have been discontinued or are no longer available, ensuring that the value of an investment is maintained over the long term. The modular range of support services designed to meet customer requirements paired with fast and convenient payments via the Automation Value Card are two additional benefits that make Technical Support from Siemens Industry both easy and efficient.

Further information and support is available from your local Siemens partner:

www.siemens.com/services/partner

The information provided in this brochure contains merely general descriptions or performance characteristics which in case of actual 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.

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