

SIEMENS

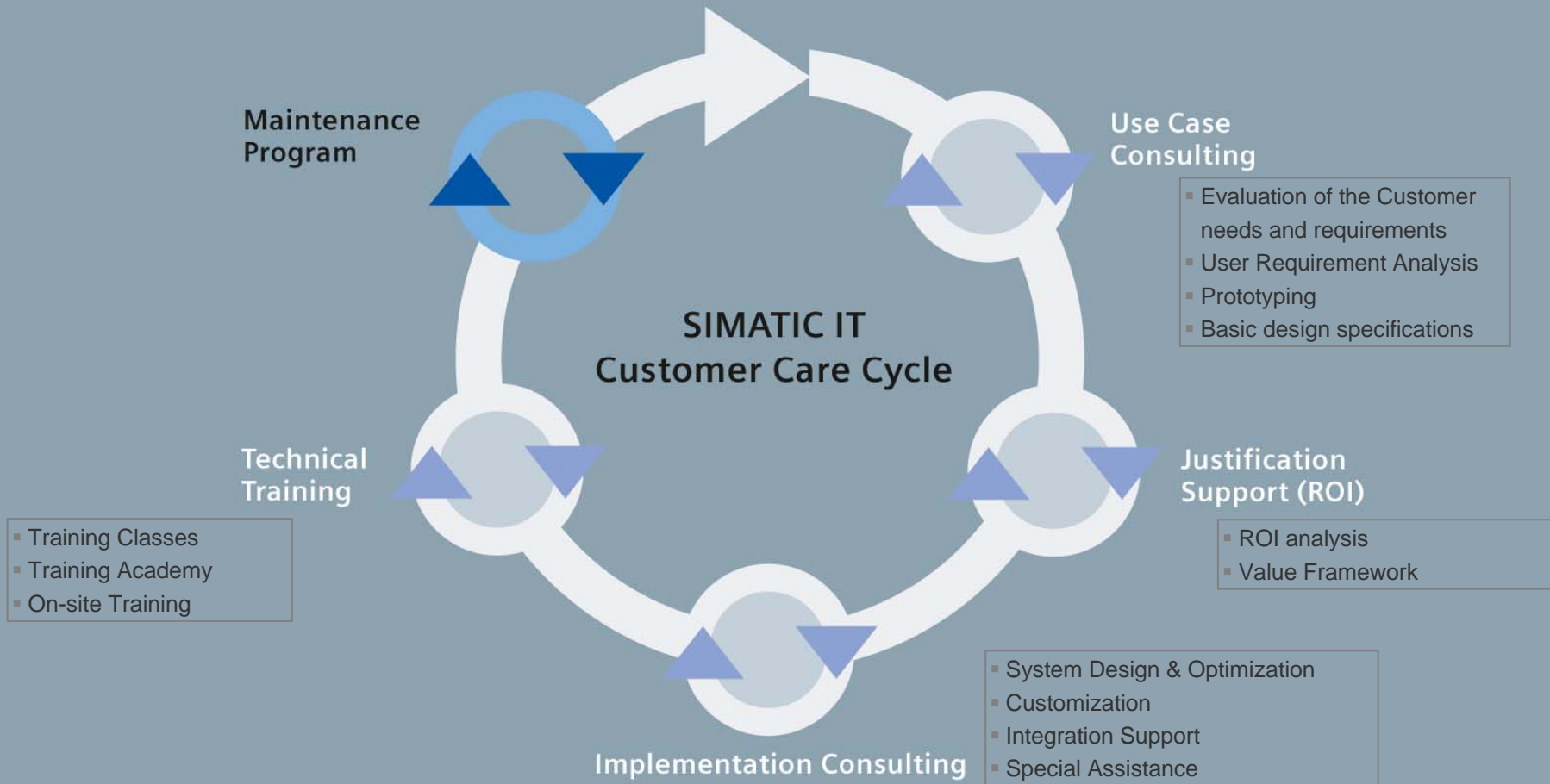


SIMATIC IT Maintenance Program

An innovative software maintenance concept

SIMATIC IT Customer Care Cycle

SIMATIC IT Customer Care Cycle through the whole product



Why choosing SIMATIC IT Maintenance Program?

Predictive



Predictive actions analyze current and historical data to make predictions about future events, and to react accordingly.

Preventive



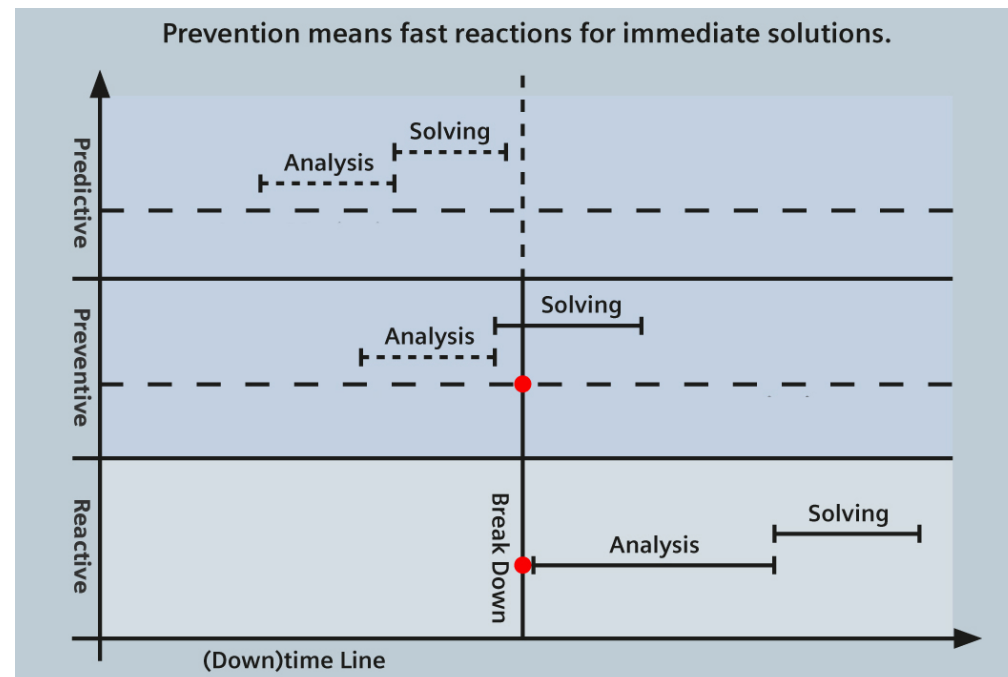
Preventive actions identify opportunities for improvement rather than a simple reaction to identified problems or complaints.

Reactive



Reactive actions are any response caused by some events already occurred.

The right balanced approach for a complete coverage of the customers' MES installation



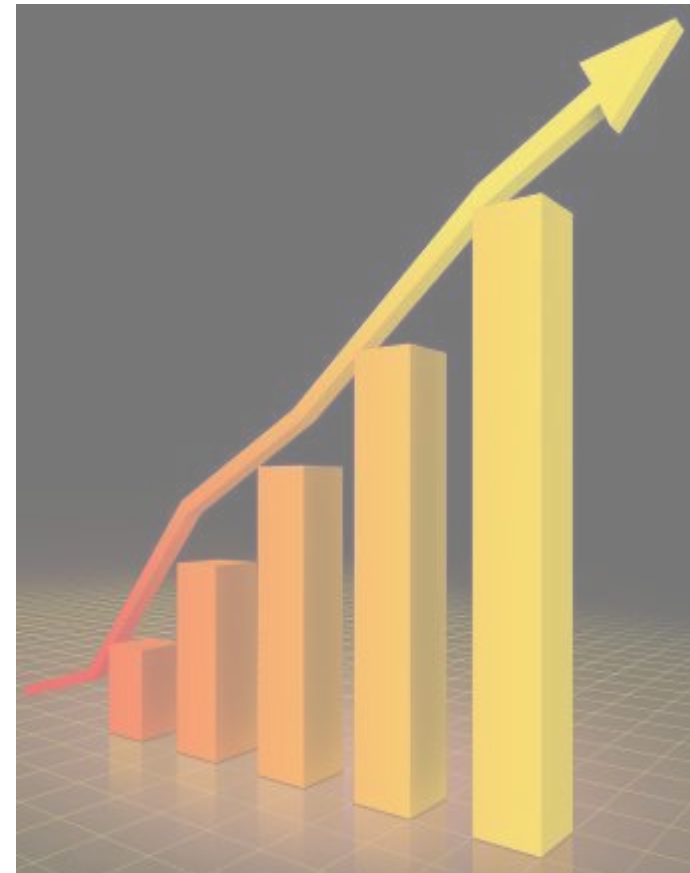
Benefits from choosing SIMATIC IT Maintenance Program

Lower risk of production stop caused by IT issues

- Continuous remote monitoring of risky and critical parameters
- Deep knowledge and technical capability shared among our experts for faster and better solutions to customer's issues
- Lower the risk of missing updated SIMATIC IT products

Cost reduction

- Optimize IT investments, maximize ROI, contain TCO
- Avoid repair costs resulting from unplanned events
- Reduce production breakdowns costs
- Maintain products and applications at a highest level of performance
- Be supported by centralized maintenance program
- No regression test cost



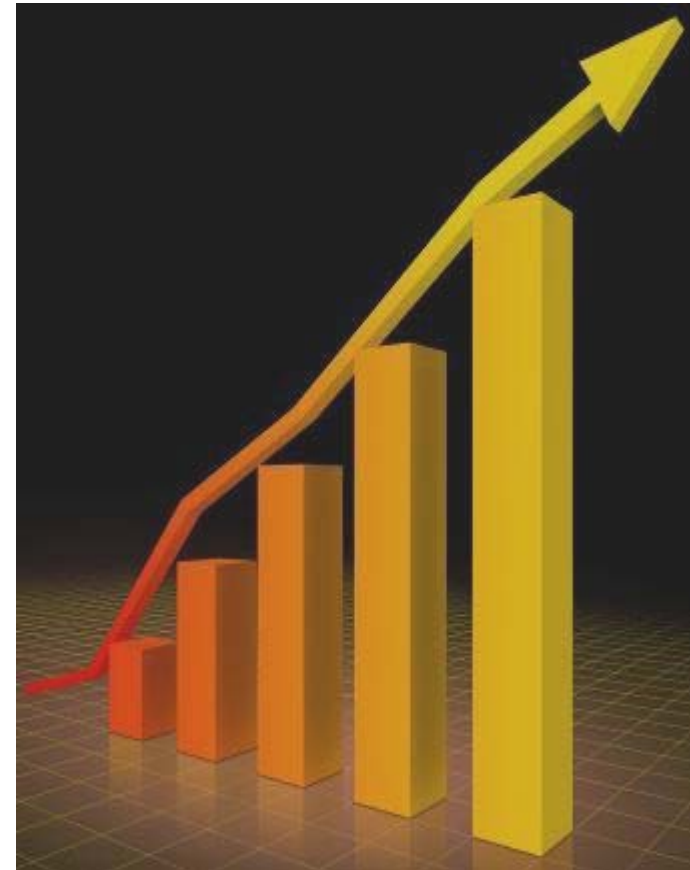
Why choosing SIMATIC IT Maintenance Program?

Time saving

- Reduce time of problem analysis and problem solving
- Provide immediate reactive measures as well as on-site corrective actions
- Reduce time for installation and upgrades setup

On the IT Personnel side

- Exchange and share technical information on a daily base among the SIMATIC IT TSS web community
- Remote help for sites with limited or no IT resources



Benefits from choosing SIMATIC IT Maintenance Program

To maximize the benefits from the SIMATIC IT services, customers need to combine them with the professional support

Technical Support Service (TSS)

A team of highly skilled experts engineers on SIMATIC IT products as well as on MES, interaction with 3rd Parties, Base Technology, SQL, Networks, Web, ERP.

The location is in the MES Competence Centre in Genoa (Italy)



SIMATIC IT Maintenance Program

The SIMATIC IT Maintenance Program adds strategic value to its cross-industry software products and solutions with a high value mix of standard and optional services

- **Professional Services**
- **Excellence Options**



SIMATIC IT Maintenance Services

SIMATIC IT Maintenance Services

Professional Services

Technical Support Services

- Hotline 24/7
- Technical Web Support
- Remote Support

Software Update Service

Test and Development Licenses

Excellence Options

Agent-based Diagnosis Service

Application Support

Update Management Service

Mature Product Support

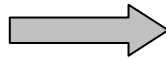
Corrective on-site Service

Central Dispatch Center Service

Programmed Maintenance

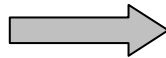
Different Value in our Services

Standard Warranty



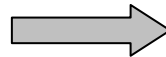
- Minimum support, no reaction time guaranteed, Limited access to TSS, no SUS

Technical Support Service (TSS)



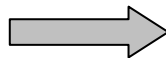
- Instead of keep up-to-date the company IT department → Rely on Siemens state-of-the-art MES-knowledge
- 24 hours support - shorter reaction times
- Around the clock TSS access
- FAQs, Tech Docs, Hot Fix download and Software Examples

Software Update Service (SUS)



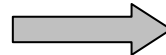
- Right to receive technical software updates
- It allows to contain the Customer's TCO

Application Support



- Maintaining the technical application know how inside the support team
- better understanding of project-specific issues by means of a common technical language usage.

Agent-based Diagnosis Service



- Predictive Maintenance => Higher plant availability → thanks to early-warnings

**Thank you
very much**