

SIMATIC IT Maintenance Program

An innovative software maintenance concept



SIMATIC IT

Answers for industry.

SIEMENS

A comprehensive Support Program for your MES Installation

Manufacturing Execution Systems (MES) are becoming ever more critical in manufacturing operations, not least because they enable the implementation of corporate strategies based on quality, efficiency, cost containment. Which is why manufacturers typically require these systems to be maximally available and up to date. For SIMATIC IT, Siemens offers a comprehensive maintenance program based on the newest technologies and completed by professional services and technical capabilities of a dedicated team.

Siemens believes that its maintenance offering contributes significantly to the top line performance and the bottom line productivity of the plant.

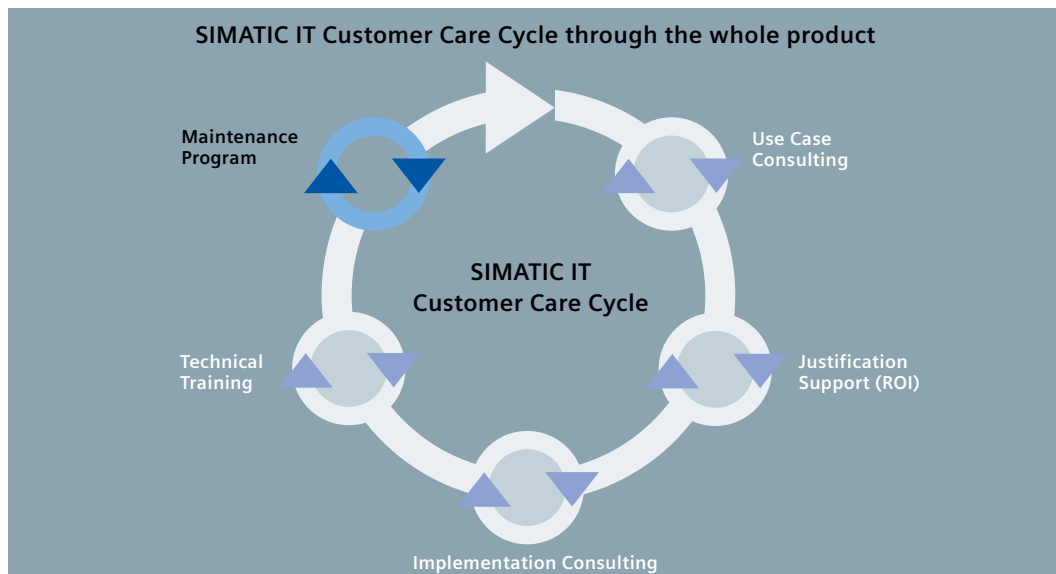
In order to meet the global market requirements with more demanding production and business goals, manufacturers are stepping up investments in plant IT infrastructures. As such, also MES installations and hence their maintenance are becoming more and more mission critical.

This has generated, as a side effect, an increasing importance of plant IT solutions such as MES, and in particular of their availability and reliability. As part of its strategy, Siemens considers customer satisfaction a top priority and, together with the evolution of its portfolio, proposes innovative solutions for maintenance of its installed base.

SIMATIC IT, the Siemens MES solution, provides the right answer to today's industry challenges, and enables a higher level of market and manufacturing responsiveness through increased production performance, real-time cross plant and plant centric visibility as well as controlled brand value.

By completing this wide range of functionalities with a renewed and extended set of value-added services, Siemens is strongly committing to customer care, for the whole product and project life cycle, from the analysis of the economical investment to the implementation phase and the post installation support.

In order to maximize the benefits of these value added SIMATIC IT services, manufacturers can combine these with professional support (Technical Support Service) through a highly specialized team of engineers, working in synergy with Research and Development and Consultancy departments. Jointly with selected partners, Siemens offers a global service and maintenance network with a unique level of skills, expertise and know-how. With this offering of support and services, Siemens has the goal to maximize the customers' Return on Investment (ROI), contain the Total Cost of Ownership (TCO), and leverage their current software investments as they evolve into tomorrow's technologies.



SIMATIC IT Maintenance Program

The SIMATIC IT Maintenance Program offers a high value mix of standard (Professional Services) and optional (Excellence Options) services.

Professional Services

Hotline 24/7:

Exhaustive hotline technical assistance for SIMATIC IT products as well as for interaction with 3rd party products or applications, and IT infrastructure.

Technical Web Support:

Gives user access, through the Internet, to a set of continuously updated technical documentation about SIMATIC IT software. This includes general information, a support database and tips, such as Hot Fixes and Release Notes, Product Documentation and Frequently Asked Questions.

Remote Support:

Upon specific request of the customer and after verification of the IT infrastructure, a complete diagnosis and troubleshooting service can be provided by the TSS group, supported also by means of secure remote access.

Software Update Service (SUS):

Automatically provides the customer with the new versions of SIMATIC IT software

including new functions and Service Packs as soon as they are released.

Excellence Options

Agent-based Diagnosis Service:

This service can predict potentially critical conditions in the system and initiate measures in order to prevent them from happening, thus securing the continuity of the operations or the well functioning of the system.

Application Support:

A complete assistance to customer specific applications, built on top of the SIMATIC IT standard products, focused to minimize risks and maximize the performance of the SIMATIC IT solution.

Update Management Service:

Offers the possibility to distribute and install updates and enhancements after a monitoring activity of the customer's software configuration, and the level of update of Product, Libraries and their applications.

This meaningful tool helps achieve a standard alignment of the same version of Product and Libraries in all plants involved in the project.

Mature Product Support:

Enables a customer to choose for support

and maintenance on phased-out product versions.

Corrective on-site Service:

Offers on-site assistance by an engineering team with project specific knowledge.

Central Dispatch Center Service:

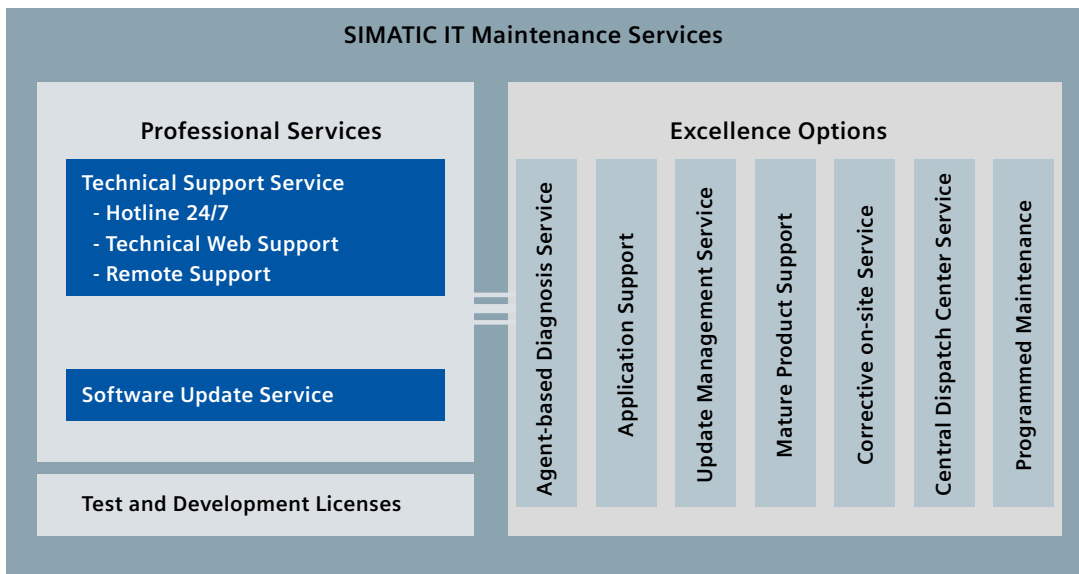
Provided for other Siemens Products (e.g: SIMATIC BATCH, SIMATIC PCS7) and for 3rd party application software implemented on top of SIMATIC IT.

Programmed Maintenance:

Enables the customer to plan a certain number of days of intervention for system maintenance, with periodic checks of the application software and related IT infrastructure.

Test and Development Licenses:

Additional licenses with a validity of one year, for test or development purposes and for products already installed at the customers site. Only available to customers having a SIMATIC IT Maintenance Agreement.



SIMATIC IT Professional Services Levels

To promptly react to any concern about a SIMATIC IT installation, and according to the type of service ordered by the customer, support will cover any time zone in the world. The coverage of the Professional Services ranges from the standard 9 hours a day, working days only, up to full 24/7/365.

In particular, Siemens offers the following three levels of support according to service and reaction time: bronze, silver and gold.

Bronze Support, provided 5 days per week (Monday to Friday), in one of the three following time zones:

- **Europe** (8:00 -17:00 GMT)
- **Americas** (14:00 - 1:00 GMT)
- **Asia** (1:00 - 10:00 GMT)

Silver Support, provided 24 hours per day, 5 days per week, including holidays.

Gold Support, provided 24 hours per day, 7 days per week, including holidays.

The reaction time is the time elapsed between the reception of the maintenance request, via one of the agreed communication channels, and the first contact with the customer on behalf of a Siemens Technical Specialist.



SIMATIC IT Services Levels

	Bronze Support	Silver Support	24/7 Gold Support
Service Time + (*) Monday to Friday, Holidays included + (***) Holidays included	+ 9 hours per day + 5 days per week (*) Choice of 1 time zone: + Europe (8-17 GMT) + America (14-1 GMT) + Asia (1-10 GMT)	+ 24 hours per day + 5 days per week (*)	+ 24 hours per day + 7 days per week (***)
Reaction Time + Reaction Time is between the receipt of the Request via one of the agreed communication channels and the first communication of the Support Team to the Customer.	+ Critical 4 hours + High 8 hours + Medium 2 days + Low 5 days	+ Critical 1 hours + High 8 hours + Medium 2 days + Low 5 days	+ Critical 1 hours + High 8 hours + Medium 2 days + Low 5 days

What is the Cost of Non Maintenance?

Manufacturers often underestimate the importance of updating software versions, which includes maintenance of applications and taking preventive action to keep plant availability in time.

The SIMATIC IT Maintenance Program helps customers to prevent unforeseen or unplanned costs for system interventions, and enables Siemens' full commitment to the customer's installation, whether it is brand new or not.

To materialize this commitment, Siemens has composed a maintenance program based on both standard and optional services, with the right balance between predictive, preventive and reactive measures, and based on the newest technologies.

Effectively deployed, this approach becomes essential for the customers when facing problem analysis and solving (RAM unavailable, memory loss, broken networks, unreachable PCs, CPU overloaded, memory leaks, unreadable B2MML, old hardware...). Manufacturers who rely only on reactive measures often face an increase of the operational expenses: unplanned

downtimes tend to be more frequent and longer, require more time for an in-depth crisis analysis, and ultimately they are more costly.

Reactive maintenance can however work well for systems that handle non-critical stages of manufacturing and in relatively straightforward production processes.

The renewed and extended SIMATIC IT value added Maintenance Program also includes the possibility to take predictive measures, enabling double cost reductions by eliminating unnecessary services and their costs, and by reducing downtime related profit loss. Identifying the Key Performance Indicators and

risk parameters specifically related to the customer's industry is the first step towards those economic and quality benefits.

Supported by SIMATIC IT, manufacturers increase cost-effectiveness by planned plant monitoring at given points in time (preventive) or continuously (predictive).

This is accomplished through the use of Agent Technology, which anticipates and provides warnings of performance threats and helps to prevent production slow-downs or complete breakdowns.



SIMATIC IT Maintenance Program Benefits

Risk profile & low risk rate

- Continuous remote monitoring of risky and critical parameters
- Expert team with deep knowledge and technical capability for faster and better solutions to customers' 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
- Maintain products and applications at the highest level of performance
- Be supported by a centralized maintenance program
- Avoid regression tests

Time saving

- Reduce time spent on 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 basis with the SIMATIC IT TSS web community
- Remote help for sites with limited or no IT resources

Agent-based Diagnosis Services Benefits

- Detection of potential critical conditions before they happen
- Complete and continuous monitoring of the MES plant system based on this state-of-the-art technology
- A real-time support to solve issues that could occur in the MES environment
- Direct and meaningful delivery of ready-to-use solutions in the MES systems
- Significant reduction of customer involvement in troubleshooting issues.

Update Management Service Benefits

- lower rate of errors
- keep the installation always up-to-date
- reduce impacts on production
- minimize updating efforts
- improve performance and effectiveness of any maintenance activity on SIMATIC IT systems.

Get more information

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