



Onsite services for all your Automation and Control support needs

Siemens onsite technical services are available to support your staff during both planned and unplanned maintenance tasks. Our skilled service professionals can also be used to supplement your in-house resources helping to save time and reduce costs during installation, configuration, commissioning and maintenance.

The Challenge

Accessing onsite technical resources, particularly during a crisis, is essential. This applies when installing, configuring and maintaining your industrial plant and equipment. Unpredictable maintenance costs need stabilising whilst optimising in-house maintenance resources to achieve optimum performance.

Return on investment through

- reduced downtime during routine, and unplanned maintenance
- optimisation of resources during installation, configuration, commissioning and maintenance
- minimised unplanned downtime
- improved productivity and plant availability

Onsite Technical Services

Siemens Onsite Technical Services

The Solution

Siemens provides onsite technical support to supplement your in-house resources in maintaining your Automation and Control equipment.

Onsite Field Service Engineer

Field Service Engineer's are available to assist with routine and preventative maintenance or to troubleshoot and resolve unplanned problems and assist with fault rectification. The service is available on a do and charge (time and material) basis or through a contractual arrangement where agreed mobilisation times can be arranged.

Embedded Engineer

This contracted service provides longer-term onsite Siemens engineering resources for activities such as small or large projects, commissioning, systemic troubleshooting, or configuration enhancement. Embedded Engineers effectively become your skilled Automation and Control resource, working under your directions, either on a full time or scheduled basis.

Start-up and Commissioning

An onsite fixed fee start-up and commissioning service is available for most Siemens standard electrical Drives. Siemens provides a six month extension to standard warranty for all Drives commissioned through this service.

Process Instrumentation (PI) Calibration

An onsite scheduled calibration service is available for all Siemens PI equipment. The schedule is agreed in advance to suit your operational requirements and is performed by a highly skilled Siemens PI specialist. The service is also available on a return-to-depot basis

Asset Evaluation

Siemens can provide a skilled technician to identify and document your Automation and Control assets, either through Siemens or a third-party. A detailed report will help you to plan your spare parts inventory more efficiently by identifying items that are nearing the end of their service life, and recommending appropriate parts holding or other services such as an Onsite Parts Agreement.

Siemens can provide all the onsite technical support you need to keep your operations running effectively.

Contact your local Sales Representative or call National Sales 13 17 73

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We make the
INVESTMENTS
of our **CUSTOMERS**
BETTER
through people, technology,
processes and financial strength



The Benefits

- access to onsite technical expertise, whilst optimising in-house resources
- a variety of onsite services to suit your specific maintenance strategy
- our field engineers are backed up by global expertise and knowledge base
- discounted contract rate when combined with other services

