



Priority access to Siemens global technical resources

Siemens provides priority access to global product expertise to supplement your own technical resources.

This service reduces downtime and stabilises costs.

The Challenge

Having priority access to timely, up-to-date, high-level technical expertise and advice, particularly during a crisis, is essential for successful operation of your industrial plant and equipment. Inadequate technical support for effective installation, configuration and maintenance increases downtime.

Without expert support it is difficult to optimise in-house maintenance resources and to stabilise unpredictable maintenance costs.

Return on investment through

- reduced downtime during installation, configuration and maintenance
- improved equipment performance through optimal configuration
- reduced costs and improved use of in-house resources
- increased predictability of maintenance costs

Technical Support Service

Industrial Automation & Control

SIEMENS

Siemens Technical Support Service

The Solution

Siemens is your specialist partner, providing global product expertise to supplement your own technical resources.

Real-time Telephone Support

Siemens Technical Support Service offers you unlimited real-time telephone support for Siemens Industrial Automation and Control products, including PLCs, Drives, Process Instrumentation and Software.

Continuous Support

Siemens will also provide continuous support on critical issues until the problem has been resolved. Non-stop effort, including after hours, to resolve critical system-down cases is available if they are initially logged within the contracted service hours.

Assistance to Technical Personnel

The Siemens Technical Support Centre can assist your technical personnel with maintenance issues and fault finding, as well as installation, configuration and programming tasks.

Siemens support engineers have access to:

- global expertise, escalation processes, and knowledge database on all Siemens industrial products
- a fully-equipped laboratory to replicate and diagnose technical issues
- other support services if required, such as onsite field service or parts exchange/repair.

With a Siemens Technical Support Service contract, assistance in maintaining your industrial plant and equipment is only a phone call away.

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

Siemens Ltd

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We make the
INVESTMENTS
of our **CUSTOMERS**
BETTER

through people, technology,
processes and financial strength



The Benefits

- unlimited access to global technical expertise during business hours, with extended hours coverage available
- priority response and continuous effort until resolution
- fixed cost rather than ad hoc charges
- discounted contract rate when combined with other Siemens services

