

# Remote Services for Process Analytics

The New Dimension in Services

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Siemens offers the new Remote Services, which connect Process Analytics with modern information technology. Services, which are exclusively provided locally, can be replaced or reduced in time and cost by on-line support.

Due to forward-looking online supervising, which is done by our special Siemens Support Center, it is possible to notice problems with your MAXUM II, MicroSam, SITRANS CV, LDS 6 or SITRANS SL. On-line access often permits recognizing issues, possibly even taking care of those issues immediately or permits instructing our field service experts prior arrival.

The advantage of Remote Services for Process Analytics is the preventative monitoring and intervention, which increases and saves the availability of your analytical systems and minimizes their standstill periods. Furthermore, the online error correction saves on-site service costs. Everything fast and efficient – Tap the full potential of your analyzers with Siemens Remote Services.



Service

## Process Analytics

Answers for industry.

**SIEMENS**



### The performance levels of Remote Services

To customize the individual needs of our worldwide clients, we offer the preventative and corrective access in different performance levels.

#### Level 1: Permanent long running monitoring (online)

Our analytical experts check measurement parameters and pieces of information at regular intervals and catches negative trends to negate problems or breakdowns in time. This level consists of online monitoring and initiating of service performances to control your gas analyzers efficiently and cost-effective.

#### Level 2: Parameter changing (online)

Contrary to level 1, our analytical experts adjust actively the measurement parameters to optimize your analytical equipment. Thus, the availability of your analyzers will be secured and improved. Furthermore, the preventative access of level 1 and level 2 supports the predictive maintenance and the diagnosis of device faults.

#### Level 3: Diagnostic inspection on client demand (online)

If the device signalizes a failure, the client authorizes our competent experts to diagnose the causes of malfunction on the basis of the parameters and to initiate steps of error correction. This corrective access reduces the reaction time for online or on-site services.



### Realization of Remote Services for Process Analytics

Based on details of the support contract, our experts set up the required hardware and software in your system. It is your decision to choose either the modern router solution or to use your modem/ telephone connection. If necessary, we would instruct your employees and offer you assistance in testing and starting up of the Remote Service by our skilled staff.

Simply a smooth procedure –  
With Siemens Remote Services

#### Advantages at a glance

- Secure Access to your devices
- Performed by analytical experts
- Could save on-site service costs
- Supports predictive maintenance
- Reduces on-site service response time
- Assists in recognizing faults earlier and simplifies fault determination
- Remote Software upgrade
- Secures and improves availability of your analytical systems



### Security

Access Protection is the top priority topic for our Remote Services. We utilize fully developed access mechanisms to ensure high performance data security like encryption, VPN or Call Back Functions.

Your security requirements regarding an illicit remote access on your devices will be layed down in a Remote Service Contract. Furthermore we utilize the proven common Siemens Remote Service Platform (cRSP). Siemens provides through this platform remote service to more then 8 000 users coming from different divisions like Healthcare, Power Generation or Industrial Automation.

All this will minimize the risk of having unauthorized access to your analytical system.

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