

Water industry

# High plant availability with SIWA Services

Professional services for water transport and water distribution systems – over their entire lifecycle

## The challenge

Reliability of supply and the efficiency and sustainability of operating processes are the key success factors for plant operators in the water industry. Requirements are increasing as new directives and laws as well as environment-conscious use of resources change the basic conditions for water transport and distribution.

This trend is accompanied by an increasing centralization of control and supervision and the coordination and implementation of maintenance work. In order to optimize their systems, more and more operators are using external services.

## The solution

Siemens offers a flexible range of services designed to preserve the investment value of your system by optimizing your processes and lowering operating costs. They consist of Basic, Advanced, and Value Added Services.

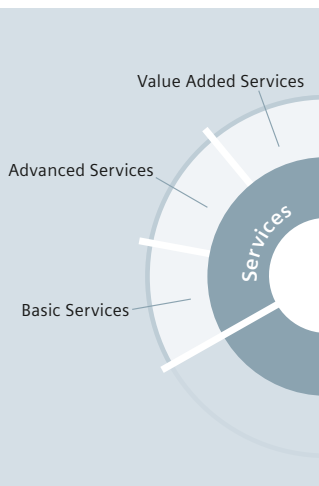
All of them can be customized to your exact requirements. You can opt for a total solution or for individual service elements in the form of an individual service, a service agreement, or a specific project.

We take a systematic approach to optimizing your processes, and we ensure the sustainability of our solutions. The individual steps consist of an analysis of the potentials and the technical details, a feasibility study, and finally the implementation.

## The benefits of SIWA Services

Our services improve your process quality, plant security, and cost efficiency:

- Enhanced productivity through optimization and modernization
- Increased plant reliability through, for example, improved maintenance processes
- Reduced plant failure risks and damage minimization thanks to fast intervention and continuous remote monitoring
- Permanent reduction of energy costs using, for example, energy-optimized pump drives
- Plannable budgets and cost transparency
- Cost savings thanks to less downtime



Value Added Services	Reliability-centered Maintenance	Energy Efficiency	Plant Security	Field and OnCall Services
	Reliability Improvement Condition Monitoring Maintenance Improvement	Energy Health Check Optimization of Drives Energy Optimization	Industrial IT & Automation Services Security Health Check Security Services	Consulting & Training Asset Optimization Program Remote Services
Advanced Services	Migration & Modernization	Industrial Cleaning	Inspection	Service & Maintenance Agreements
Basic Services	Call-out, spare parts, repair, calibration ...			

### Value Added Services

With Value Added Services, Siemens delivers answers to industry-shaping trends and challenges.

Reliability-centered Maintenance ensures higher plant reliability. Potential improvements and weak points in the maintenance process are identified and possible ways of optimizing them are highlighted (Reliability and Maintenance Improvement). In addition, the condition of motors, drives, and pumps is evaluated in relation to the overall system and corrective measures are derived (Condition Monitoring Services).

On the basis of an integral analysis, potential energy savings, including relevant financing models, are identified and realized. Special attention is paid to motors, drives, and pumps as well as operating processes.

The security of water supply systems is becoming increasingly important. Siemens therefore offers an advisory service on the security of IT, communications, access, and monitoring systems. This also includes checking authentication solutions and data interfaces in automation solutions for potential risks. Using this foundation, we can then plan the implementation of optimization measures.

With the Remote Service Platform, Siemens offers an innovative monitoring solution for plants and systems. It fulfills all common security standards and provides a variety of different services for protecting plant operation in the form of remote service, such as continuous condition monitoring, system management and reports, event signaling (automatic and continuous), and update services and asset management (spare parts and asset investment).

The Remote Service Platform enables you or an external service specialist to access the relevant plant elements quickly and directly. The time needed to clear faults can be significantly decreased, and as a result downtimes and travel costs are reduced.

In addition to remote services, the Asset Optimization Program offers Field and onCall Services that provide you with the option of optimizing your stock of spare parts, a key feature of active asset investment. With Technical Consulting & Training, Siemens also provides assistance with questions about plant expansion and modernization.

### Advanced Services

Siemens helps you preserve the investment value and operational reliability of your plant. Tried and tested migration and modernization solutions assure the seamless integration of new automation, process control, and drive systems. This service also includes the substitution of discontinued products and the replacement of third-party products.

Siemens offers a professional cleaning service for preventing and rectifying malfunctions resulting from the contamination of electronic components. Siemens specialists ensure a problem-free shutdown and restarting of the systems affected.

As a feature of its service maintenance contracting, Siemens offers individualized services with respect to scope of service and reaction time (level of service) customized to your operational requirements.

### Basic Services

Siemens's classic product support includes repair and calibration services in the form of cyclic inspections or troubleshooting procedures.