

## Siemens Industry Service Card (SISC)

Enable an excellent technical support with fast response for Process Analytics

[siemens.com/processanalytics](https://www.siemens.com/processanalytics)

Reduce the mean time to repair and maximize device availability through fast technical support.

### **Need for Premium Technical Support**

Siemens provides a free, basic technical support requiring up to one hour processing time for all devices currently sold. The customer inquiries are processed on first come, first served basis.

However, there are cases which require special technical support. For example, if a device fails and even a plant shutdown threatens. Because a plant shutdown causes enormous costs, a quick support is needed. Or for example, when a longer consulting and support service during commissioning or for revamps is needed.

The Siemens Industry Service Card is the answer and the solution of Siemens Process Analytics for these challenges. There is a choice between two different variations of Service Card depending on the needed performance scope: Service Card Priority and Service Card Premium.

### **Industry Service Card Priority**

With the Siemens Industry Service Card Priority, customers can book prioritized treatment for technical problems and queries that take up to one hour to process. Support requests with a longer processing time require the Siemens Industry Service Card Premium.

### **Industry Service Card Premium**

The Siemens Industry Service Card Premium is required for discontinued products or for support requests that take more than one hour to complete and also a prioritized treatment. The service card can be purchased in the range of one, five or ten cases. One Case includes one extended hour of support. For service requests with a longer processing time, one case per hour is charged on the Service Card Premium

# Short response time leads to higher device availability.

For more information, please contact your local sales representative.

## Benefits at a glance

With the Siemens Industry Service Card we want to further enhance our technical support. The key benefits are:

- Increase of device availability and reduced mean time to repair through prioritization
- Extended services e.g. support during commissioning
- With our expert technical support, travel costs for field service at your site can be avoided
- Support for discontinued products

## How to contact technical support

If you want to make use of the Siemens Industry Service Card, you can contact our support hotlines. Here, the needed information will be noted and the expert technical support will be contacted. The next available expert will get in touch with you to solve the problem as fast as possible.

## How to order the Industry Service Card

The Service Card can be ordered easily via Siemens Industry Mall (<https://mall.industry.siemens.com/>) or Samhammer Webshop (<https://service-card.samhammer.de/>).

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Excellent technical support through experienced experts for Process Analytics.