

Managed System Services for Machine Tools

Sales Slides

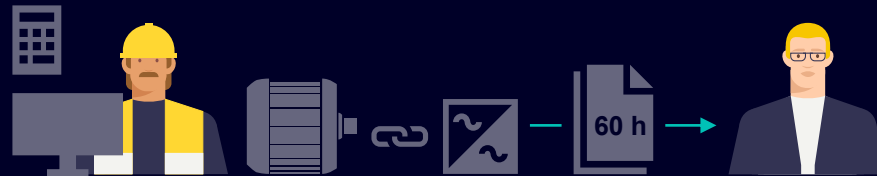
Expert Support and Transparent Machine Tool Lifecycle Management with Managed system Services for Machine Tools



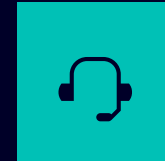
The increasing complexity of machine tools and their associated controls necessitates the coordinated, and often short-notice, deployment of qualified specialists. MSS provides customers with a dedicated expert, reports, and discussions regarding support requests, as well as recommendations for optimizing their installed base.

Solution and Service

1. Provision of a qualified expert (Technical Account Manager) for dedicated support via the Siemens Industry Mall – 1-year contract.
2. The Technical Account Manager will keep you informed on all relevant matters throughout the entire contract term.



Your value



Single Point of Contact – Dedicated Technical Account Manager



Identification of weak points in installed base and service processes, as well as inventory optimization



Increased efficiency and availability

Challenge

How to optimize my production and machine availability?

How to **minimize** the **downtime** of my machine tools?



How to **minimize** the **lifecycle costs** of my machine tools?



How can I receive **high-quality expert support** securely, quickly, and cost-effectively?



How can I ensure **transparency** regarding the **condition** of machine tools and **certainty** regarding maintainability and machine availability?



Cost-effective expert support increases productivity and efficiency



Solution and Service

- Full transparency with a central point of contact for all service inquiries, enabling access to a network of Siemens experts for faster processing and resolution of complex support requests.
- Simplification of the support request process through central coordination and an exclusive entry channel.
- Avoidance of on-site service, as support request requirements can be identified earlier, leading to a higher first-time resolution rate.
- Regular status reports provide transparency on support activities.
- Prevention of rising maintenance costs through proactive, regular service reports.
- Minimization of the risk of functional obsolescence through up-to-date information on supply and maintainability.
- Optimization of machine tool and plant availability through specific service information reports with concrete recommendations for action; information on new features of successor products highlights optimization potential.



Why should you choose Managed System Services for Machine Tools?



Dedicated Technical Account Manager

Full transparency with a central point of contact for all service inquiries, enabling access to a network of Siemens experts for faster processing and resolution of complex support requests.



Optimized Maintenance Activities

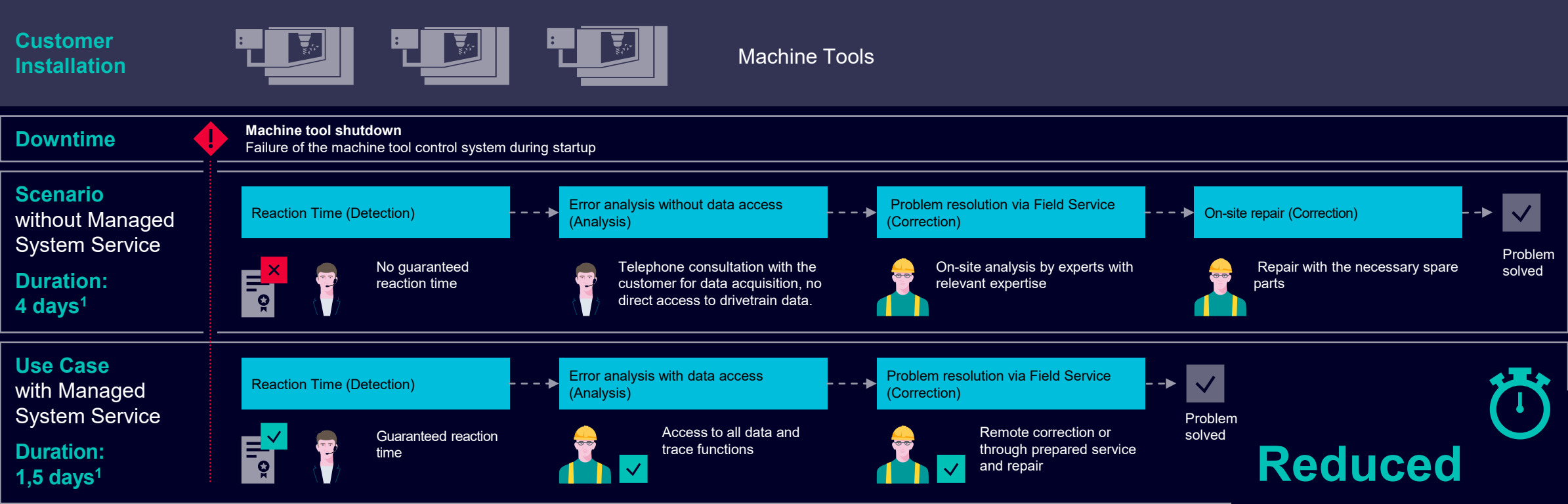
Optimized lifecycle transparency and minimized maintenance costs through proactive, regular service reports – optimized inventory.



Increased Efficiency and Availability

Machine tool and plant optimization through specific service information reports with concrete recommendations for action. Furthermore, information on new product features highlights optimization potential.

Use Case: Requirement for timely support



Unplanned shutdown

¹ Specific application case; the actual duration depends, among other factors, on the time of contact and the availability of spare parts.

Managed System Services for Machine Tools

Expert Support and Lifecycle Optimization

Industrial manufacturer

The customer operates in the manufacturing industry, utilizing advanced machine tools to produce high-precision components for various applications such as automotive, aerospace, industrial machinery, and energy sectors.

Customer objectives

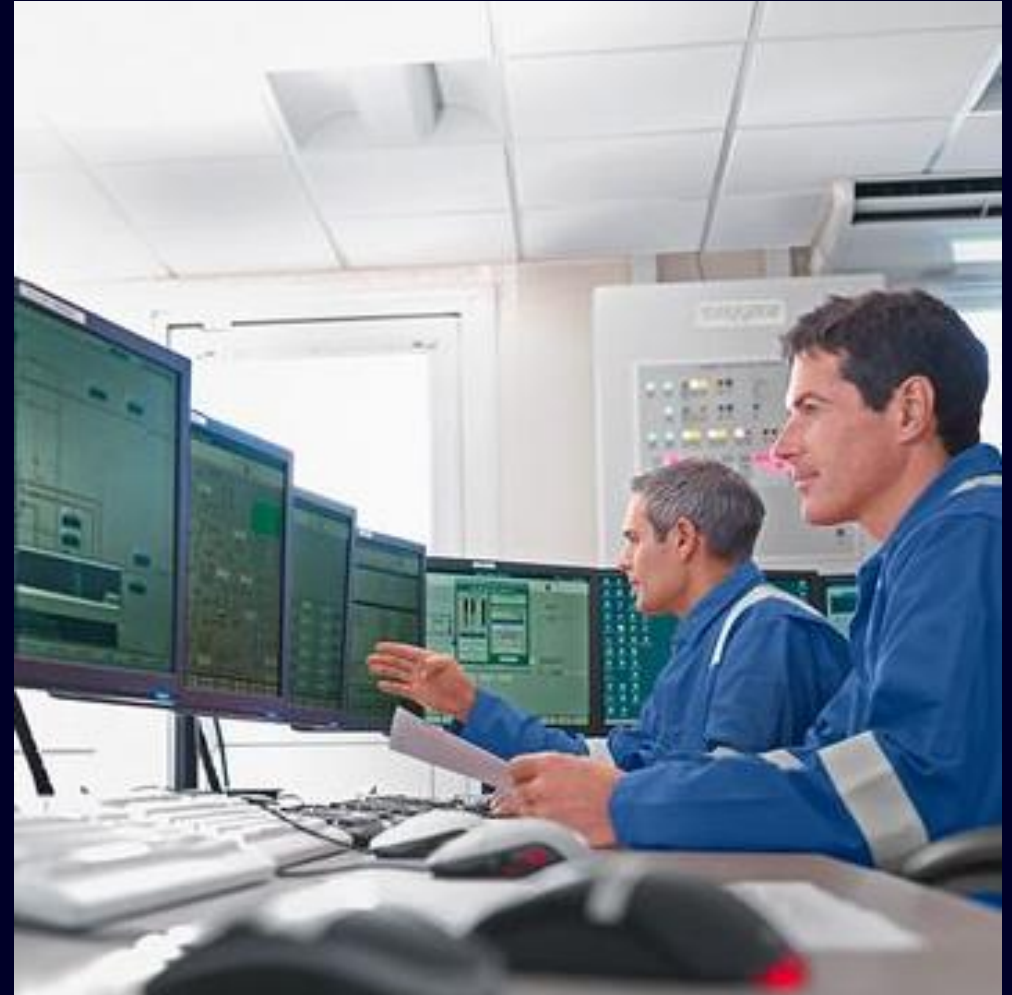
- Minimize downtime and ensure uninterrupted production.
- Reduce ownership costs through optimized maintenance.
- Access fast and reliable technical support.
- Enhance transparency in machine tool conditions and availability.

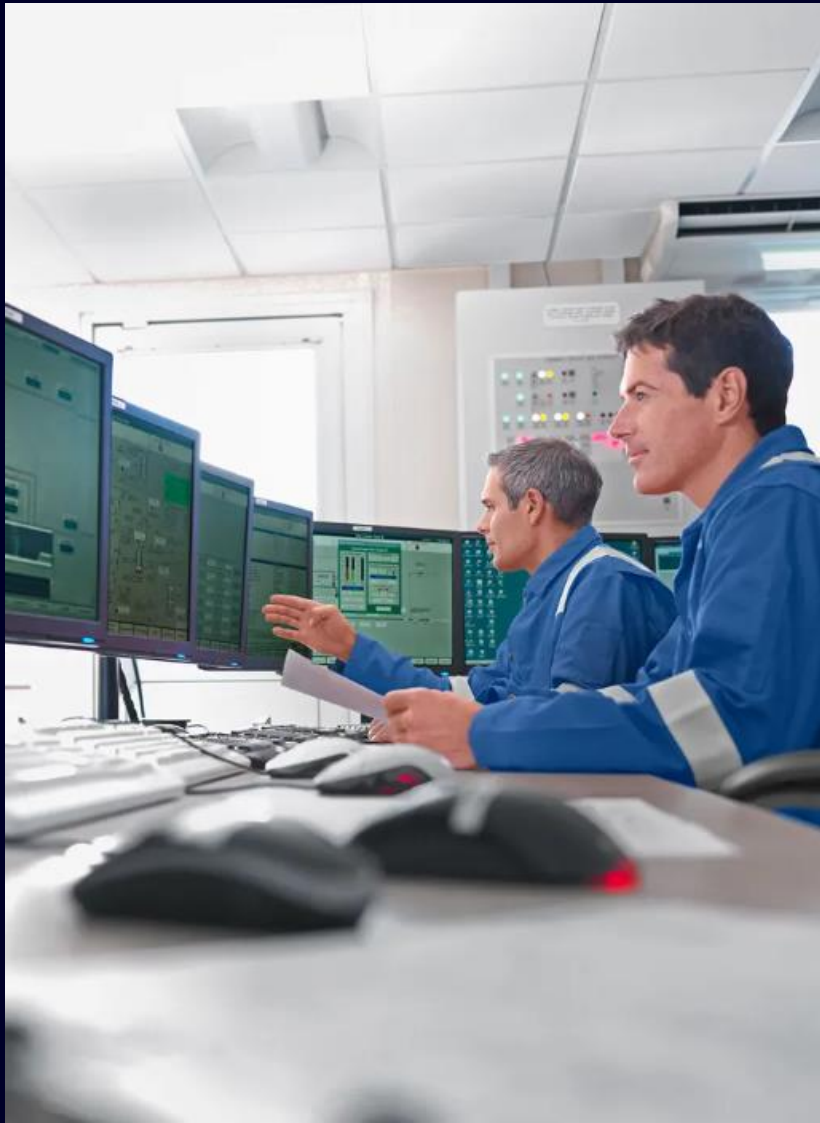
Solution and Service

- Assigned a dedicated Technical Account Manager as single contact point.
- Delivered regular performance reports and service recommendations.
- Implemented proactive maintenance solutions to mitigate risks.
- Provided optimization suggestions for system upgrades and enhanced functionality.

Customer benefits

- Reduced downtime and improved operational continuity.
- Lower maintenance costs and extended equipment lifecycle.
- Fast and precise issue resolution via centralized expert support.
- Increased efficiency and optimized machine tool availability.





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