



Managed System Services

Customized support through proactive services

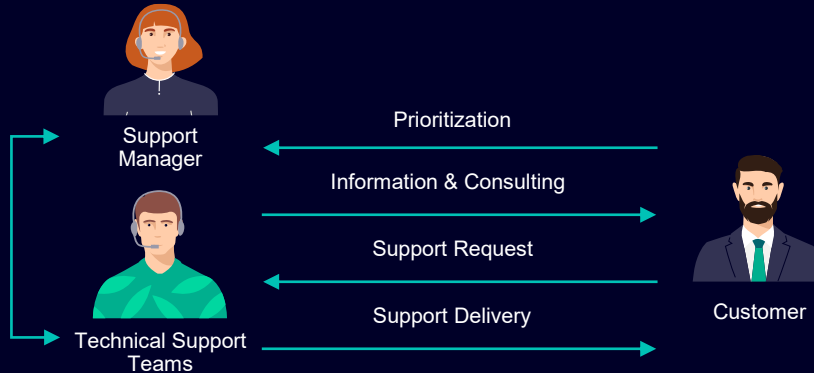
Individualized support through proactive system services with Managed System Services



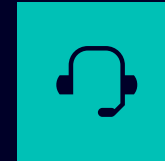
Managed System Services are modularly structured lifecycle services focused on providing comprehensive system support with innovative and proactive services.

Solution and Service

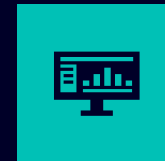
The core of this portfolio element consists of a comprehensive system inventory, the centralized coordination of all service activities by a Support Manager and regular reports.



Your value



Coordinated, efficient processing and quick solutions



Proactive services information and recommendations



Cost and time savings

Managed System Services

The challenge

Market trends

- Increased complexity of plants and systems requires more specialized knowhow
- Outsourcing of services due to demographic change and retiring knowhow
- High demand on cost transparency regarding the investment, operation and services for a system due to increased cost pressure
- Maintenance strategies are changing from reactive towards a more proactive attitude
- Growing sensitivity regarding obsolescence risks and plant availability



Market requirements

- Coordinated use of outsourced specialists
- Expert, capable, high-quality support
- Central contact person for all service and support activities from the manufacturer of installed products and systems
- Outsourcing of service activities and focus on the core business
- The growing cost pressure in maintenance necessitates economical and flexible solutions
- Transparency regarding the condition of plant and built-in components
- Assurance of serviceability and system availability thanks to the cyclical provision of lifecycle information (avoidance of obsolescence!)

Challenge

How can I get competent and efficient support for my products and systems?

How to **gain maximum transparency** on installed components and service requests?



How to **prevent unplanned maintenance costs**?



How to **early identify critical correlations** to minimize downtime?



How to get **efficient support and quick solutions** from experts familiar with my plants and processes?



Customized support through proactive Managed System Services



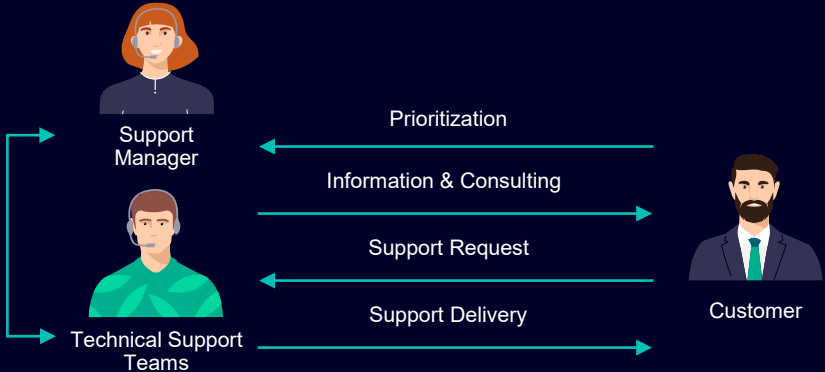
Solution and Service

Managed System Services are modularly structured lifecycle services focused on providing comprehensive system support with innovative and proactive services. The core of this portfolio element consists of a comprehensive system inventory, the centralized coordination of all service activities by a Support Manager and regular reports.

Managed System Services are available for end customers, customers in the production and process industry, as well as machine manufacturers and system integrators and decisively broaden the technical support for

- Automation systems (e.g., SIMATIC S7-300/400, TIA Portal, WinCC)
- Process instrumentation (e.g., SITRANS, SIWAREX, SIPART)
- Process Control Systems (e.g., SIMATIC PCS 7, SIMATIC PCS neo)

For SIMATIC PCS neo, Siemens offers the maintenance package **PCS neo Premium** which includes Managed System Services as an integral part



Managed System Services

Product description

Overview

Mobilization

- Familiarization with
 - Customer's system and installed products
 - Customer's service organization, processes and contacts
- Initial Inventory and Lifecycle Overview report

Managed Technical Support

- 30h System Support
- Support Manager as central contact
- Central coordination of support activities
- (Option) Remote Support

Information Services

- Quarterly review meetings
- Access to additional information in the online portal
- Contract Management in MSS App
- (Option) Comprehensive lifecycle status report



Managed System Services

Mobilization

Mobilization

The Mobilization module is a prerequisite and performed to obtain **precise knowledge of the status quo**, i.e.,

- the products and systems in use and their lifecycle status
- the current service setup of the customer and affected partner companies
- existing maintenance processes and available plant documentation

Deliverables upon completion of this module:

- information on service execution
- access to the agreed and established communication and IT infrastructure
- initial Inventory and Lifecycle Overview Report

Your benefits



Inventory of the status quo forms the basis for optimal support and service



Access to secure IT infrastructure and communication channels for smooth and efficient collaboration

Managed System Services

Managed Technical Support

Managed Technical Support

A key element of the Managed Technical Support module is the **Siemens Support Manager** who adds significant value. As central contact person, he or she

- has extensive knowledge of the customer's plant and processes and a clear understanding of the applications
- prioritizes and coordinates all service and support activities
- has direct access to a worldwide network of specialists and ensures the efficient exchange of information between the participating partners
- applies gained experience and existing solutions to efficiently process complex requests

With Managed Technical Support, customer receives **30h system support** and is not bound to the limited processing time of a support request in the Basic Product Support.

The module allows an **extension of the included support hours** and the **addition of options** e.g., Remote Support.

Your benefits



Time and cost savings due to fast and efficiently processed requests



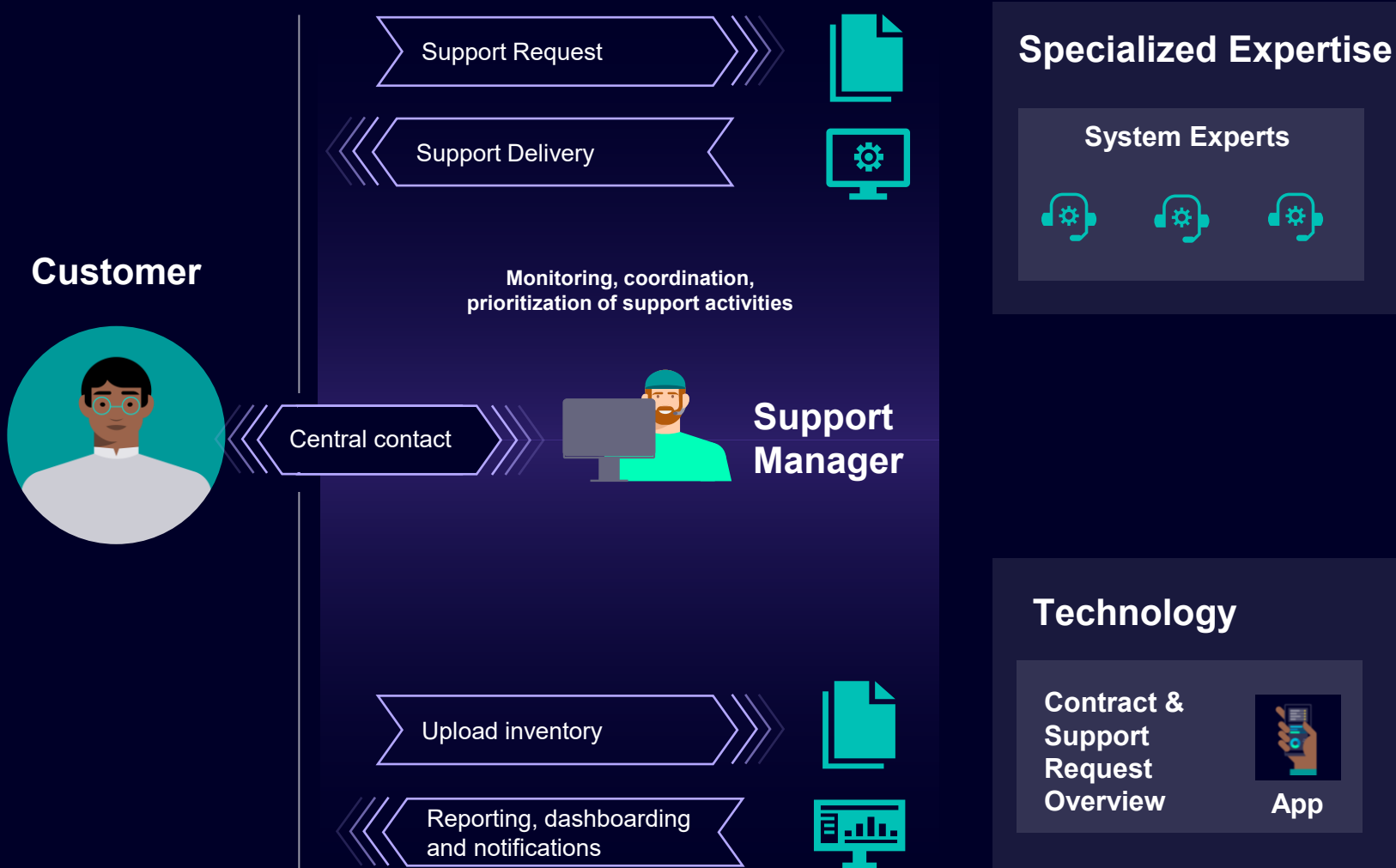
Quick solutions and high first-time fix rate through a single point of contact



Access to a coordinated worldwide network of experts

Support Manager

Central coordination and comprehensive system support



Fast, efficient and individualized system support based on extensive knowledge and clear understanding of the customer's plant, processes and applications

Comprehensive system support for the plant/machine/instrumentation, their operational environment and administrative tasks

Fast callback in case of critical situations by the next available specialist, usually within a few minutes

Optional **remote access and support** allows the specialist to quickly assess the on-site situation and take corrective actions

Managed System Services

Information Services

Information Services

The key elements of the Information Services module are

- **Basic Lifecycle Report** at the beginning of the contract term: status and availability of the products and systems in use
- **Quarterly Status Reports** during the contract term: Support Manager reports on service history and open requests
- **Additional information in the online portal** with access to the Managed System Services Extranet and the extended Support Portal. It provides valuable content with additional service tools, technical descriptions, sample projects and more
- **Contract Management in Managed System Services App** with all relevant contract information including the hourly quota, the authorized users and their administration and a list of the associated support requests with a detailed view of the support activities. Thus, customer has an overview of his MSS contract – **always up-to-date and available at any time!**
- **Option: Comprehensive Lifecycle Report** at the end of the contract term: individualized service recommendations

Your benefits



Maximum transparency with regular reports and access to online information



Proactive service recommendations avoid unplanned costs and downtime



MSS contract information from a single source – always up-to-date and available at any time

Managed System Services (MSS) as Fleet

Combine multiple sites to a fleet with the MSS fleet packages

The MSS fleet package offers all known MSS features, but with optimized support hours and at lower price, making it easily scalable, cost-effective and the ideal solution for customers who want to cover multiple sites with MSS contracts.

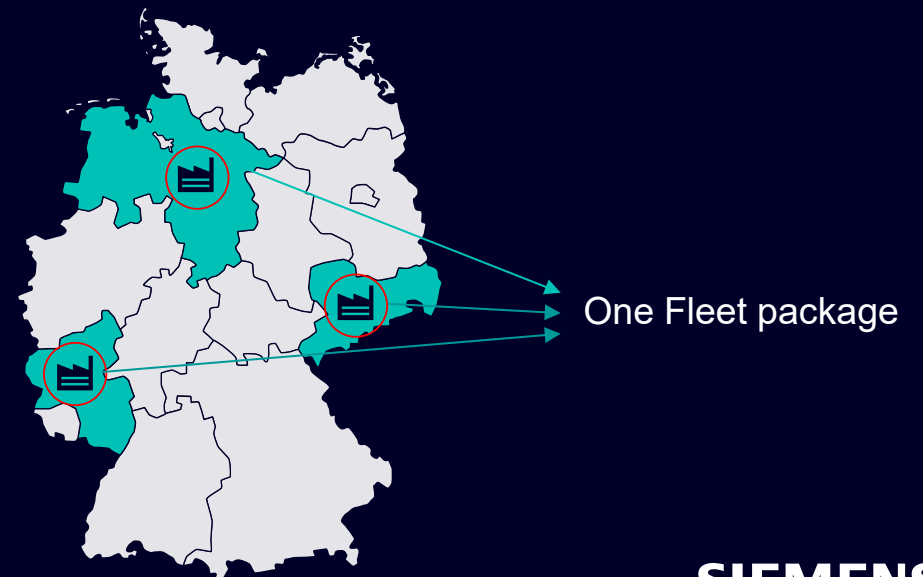
Key Features

- **Complete MSS Features:**
Access all the features of our standard MSS package.
- **Optimized Support Hours:**
10 hours of support, streamlined to meet the essential needs while keeping the costs low.
- **Flexible Support Utilization:**
Allocate support hours across any site within your fleet, maximizing efficiency and convenience.
- **Dedicated Support Manager:**
Benefit from personalized service with one support manager assigned to your entire fleet

Requirements

To qualify for the MSS Fleet package, ensure that:

- **Minimum Sites:** You have at least 3 sites to be covered.
- **Same Country Deployment:** All sites in your fleet are located within the same country and part of the same company.



Combine additional services with Managed System Services

Managed System Services combined with additional services

Combining Managed System Services with additional, recommended optional services and regional services makes it possible to generate **substantial added value**.

Lifecycle Information Services:

www.siemens.com/lis

Vulnerability Services:

www.siemens.com/vulnerability-services

Preventive System Analysis:

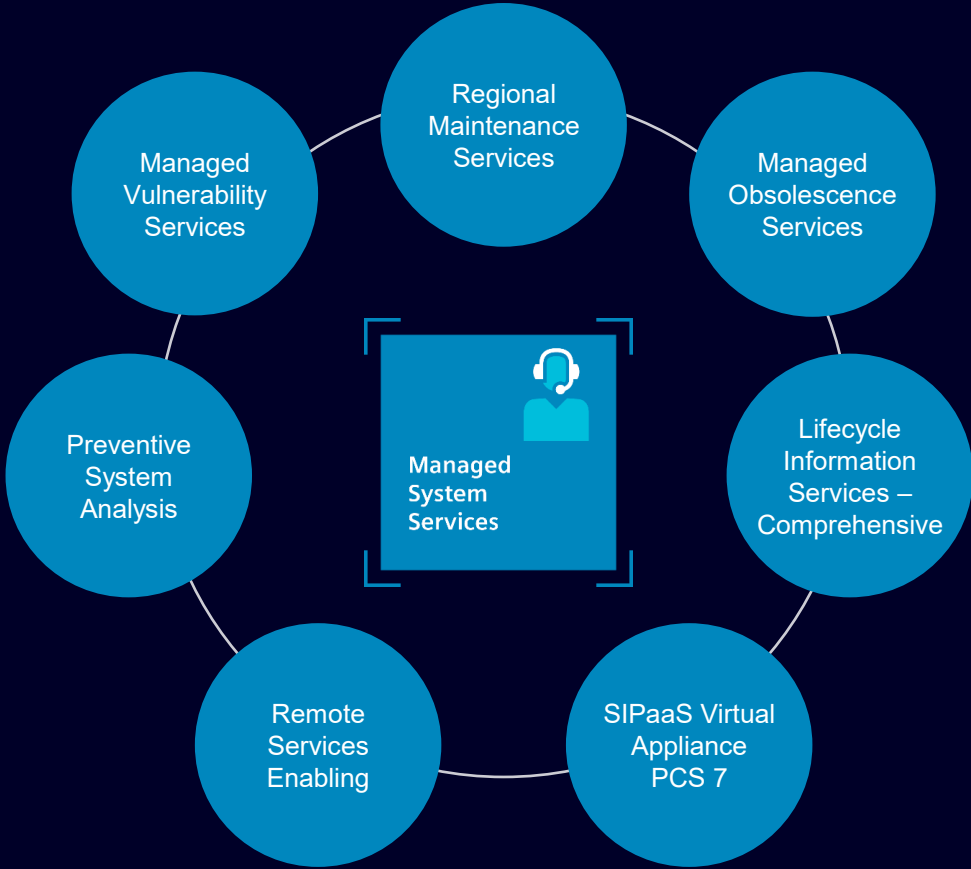
www.siemens.com/psa

SIMATIC Software Platform as a Service:

www.siemens.com/sipaas

Remote Services:

www.siemens.com/siremote



Managed System Services

Remote Services as an option*



Remote Services allow **fast expert support from remote locations** by providing **access to available know-how anytime and worldwide** based on the Siemens' secure and powerful common Remote Platform (cRSP).

Two major use cases:

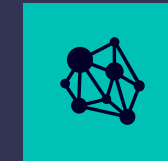
- **Desktop Sharing** allows Siemens experts to remotely access the configuration software and perform tasks or correctional measures in the system
- **Remote Assisted Collaboration** allows remote Siemens experts to support service technicians on site

*PCS neo Premium – Managed System Services for SIMATIC PCS neo contains Remote Services by default



[Click here for more information!](#)

Your benefits



Access to a worldwide network of experts at anytime



No travel times, no travel expenses



Secure communication based on high-performant and highly available platform

Managed System Services

Managed Obsolescence and Vulnerability Services option

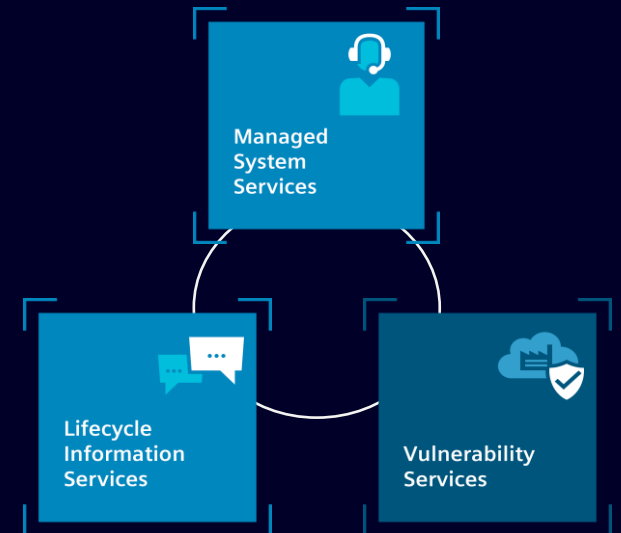
Overview

Managed System Services can be enhanced by **obsolescence management** as well as **vulnerability management**. It provides access to obsolescence and security expertise that continuously provides information on emerging vulnerabilities and lifecycle changes.

How does it work?

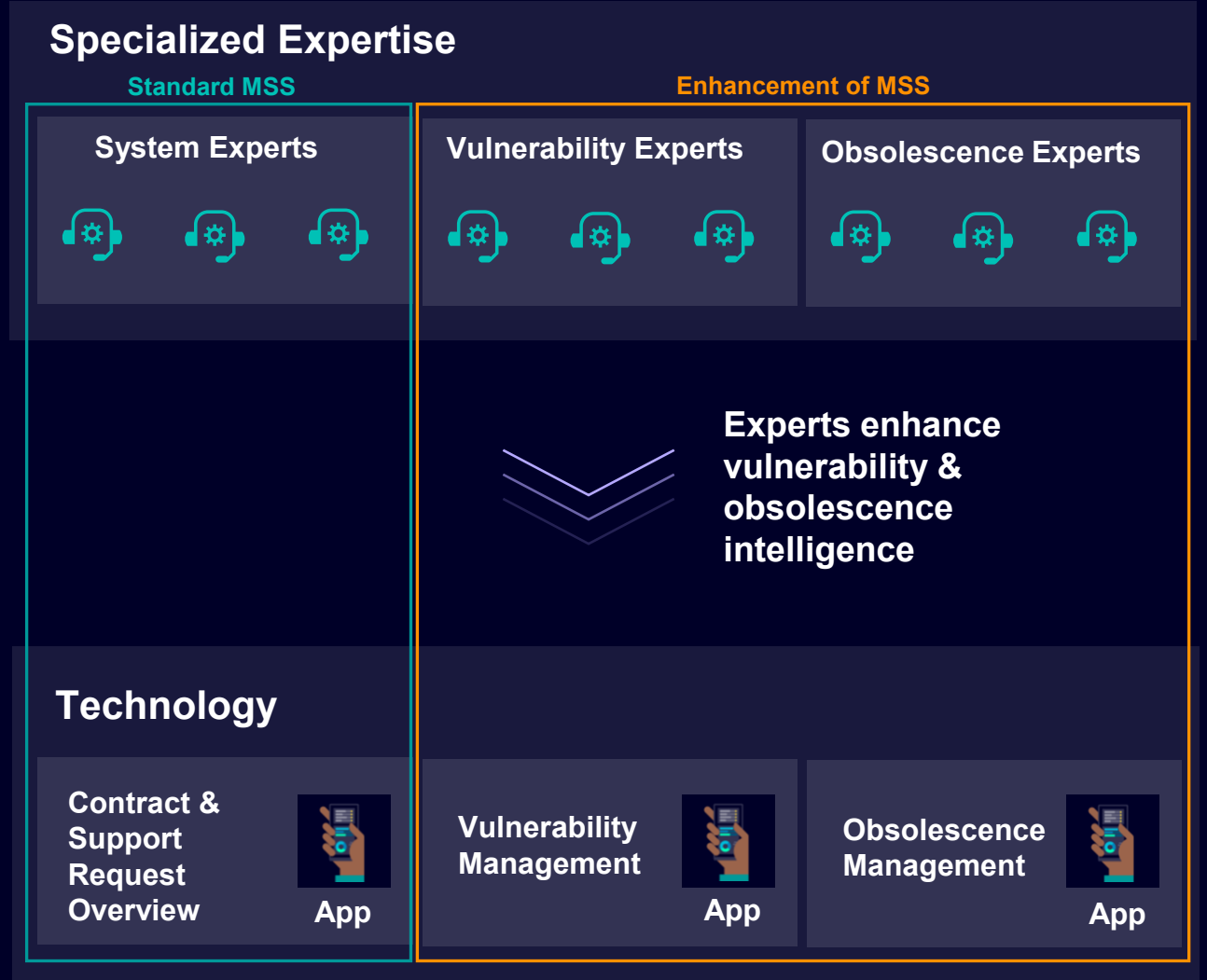
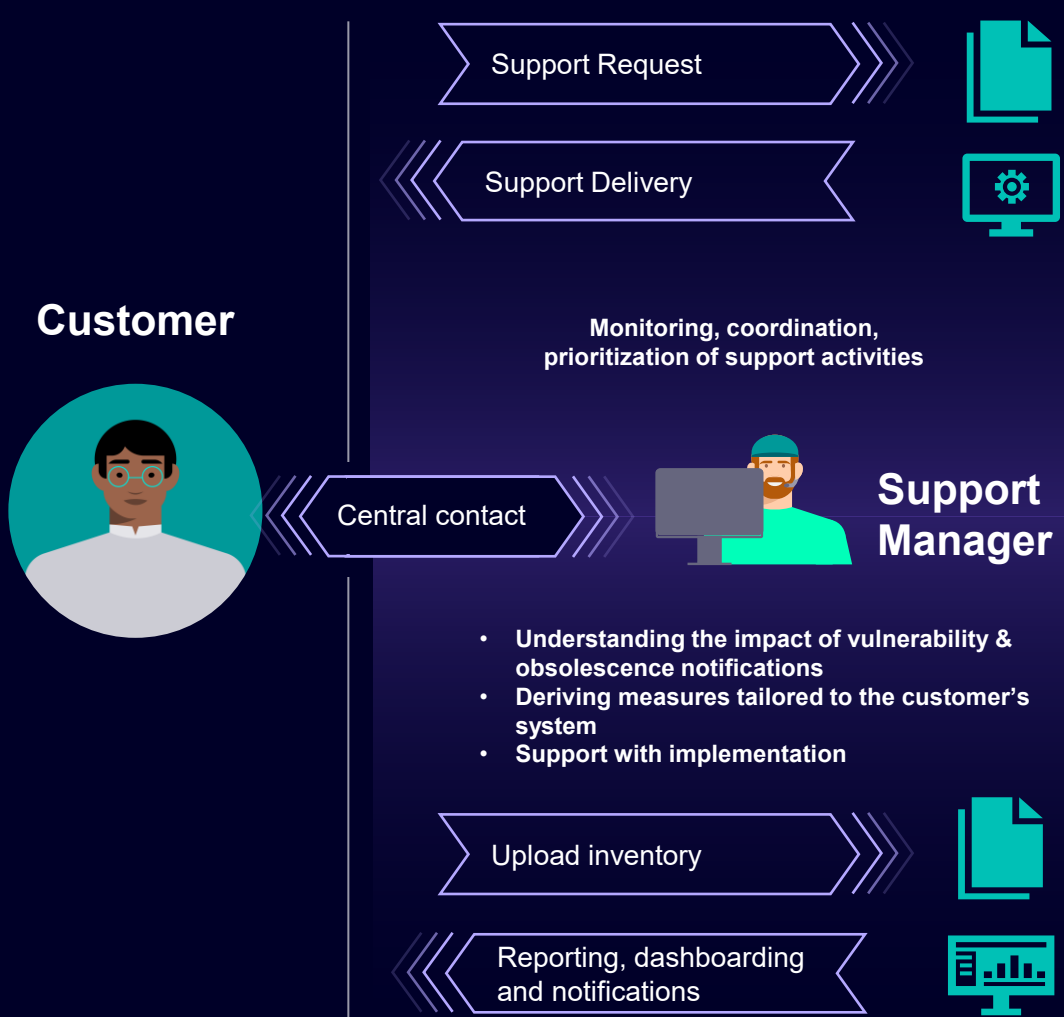
- **Dedicated Support Manager** with access to specialized expert teams
- **Initial evaluation** of customer's system with individual **kick-off** discussing results and defining touchpoints for regular obsolescence and vulnerability alignments
- **Regular notifications** on critical vulnerabilities and lifecycle changes
- **Impact assessment** of vulnerabilities and obsolescence notifications, with tailored **mitigation measures** and **implementation support**
- Apps for managing obsolescence and vulnerabilities
- Advanced reporting and dashboards for full transparency

These optional services empower customers to proactively manage risks and lifecycle challenges, ensuring long-term system reliability and security.



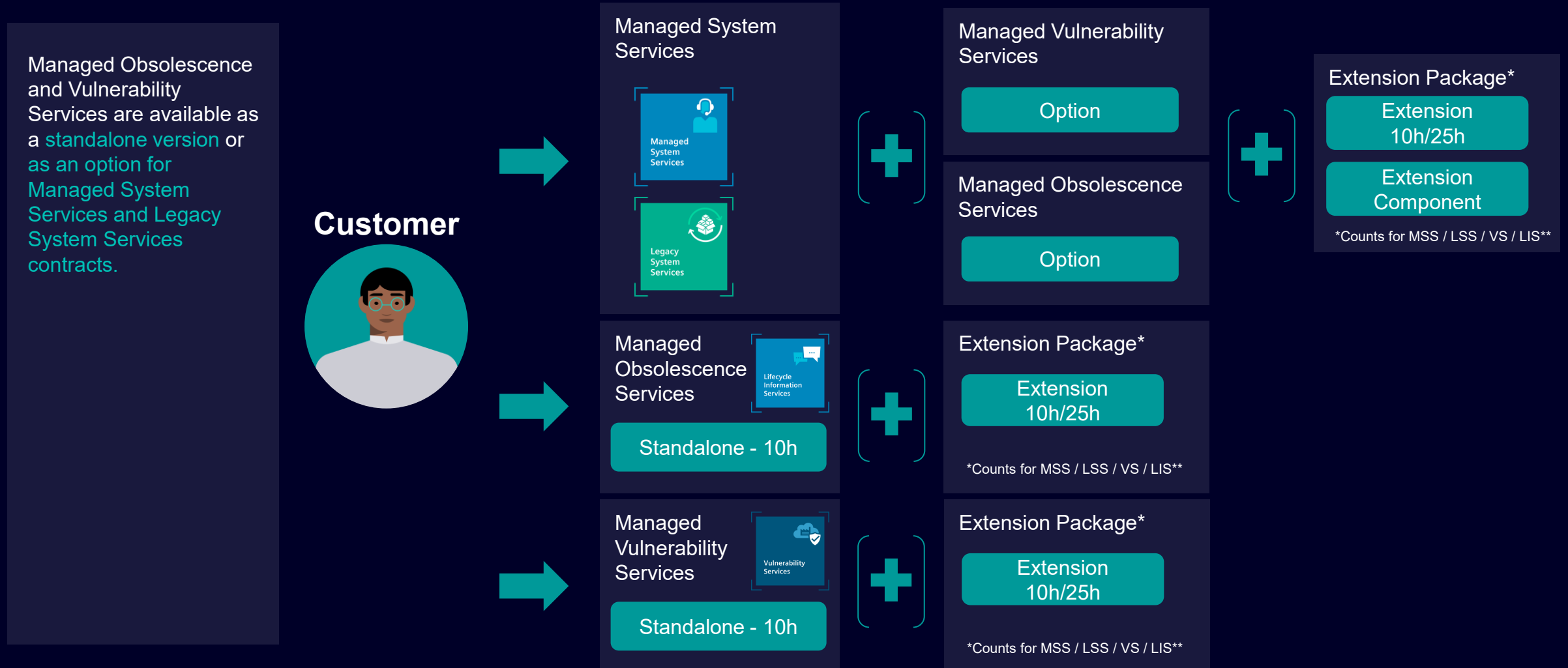
Managed System Services

Managed Obsolence and Vulnerability Services option



Managed System Services

Managed Obsolescence and Vulnerability Services option



**MSS: Managed System Services; LSS: Legacy System Services; VS: Vulnerability Services; LIS: Lifecycle Information Services

PCS neo Premium

Managed System Services for SIMATIC PCS neo

Dynamic

Keeps your software up to date with the latest versions and functionalities and with the help of the continuous release train.

- SIMATIC PCS neo Updates¹
- SIMATIC PCS neo Upgrades²
- Security updates
- Online-Support: SIOS
- SIMATIC PCS myExpert
- Technical Support³ 15h
- Option: myExpert Health Diagnostics

Premium

Proactive system services and individual support information.

Fixed price for core package with options

In addition to the Dynamic package

- Service Management
- 30h dedicated Technical Support
- Fast callback
- Remote Services
- 3rd party Virtualization Support incl. Delta Checks
- Proactive Reporting Services

Managed System Services for SIMATIC PCS neo is an exclusive service module and an integral part of the SIMATIC PCS neo maintenance package “Premium”.

This module contains SIMATIC PCS neo specific services such as 3rd party virtualization support.

¹ Updates are defined as the maintenance within one SIMATIC PCS neo SE Version while upgrades provide additional functionality and consequently new versions

² No individual upgrade licenses (MFLB) available

³ For hardware/software per year, additional technical support hours can be ordered separately

PCS neo Premium

Individual, efficient and proactive

PCS neo
Premium

PCS neo Premium includes Managed System Services as an integral part. As on-top service, PCS neo Premium is tailored to the SIMATIC PCS neo maintenance packages and offers supplementary proactive services in a single package and at a fixed price - regardless of the chosen maintenance strategy.

In addition to the proven MSS elements, PCS neo Premium includes support for SIMATIC PCS neo with 3rd party virtualization infrastructure.

- Service management
- 30 hours of dedicated technical support (extendable)
- Fast callback
- Remote services
- 3rd party virtualization support
- Proactive reporting services

* Prerequisite is an interoperability test of the virtualization environment with SIMATIC PCS neo which needs to be ordered separately.

Your benefits



Premium service and support with extended support hours and Support Manager as central contact



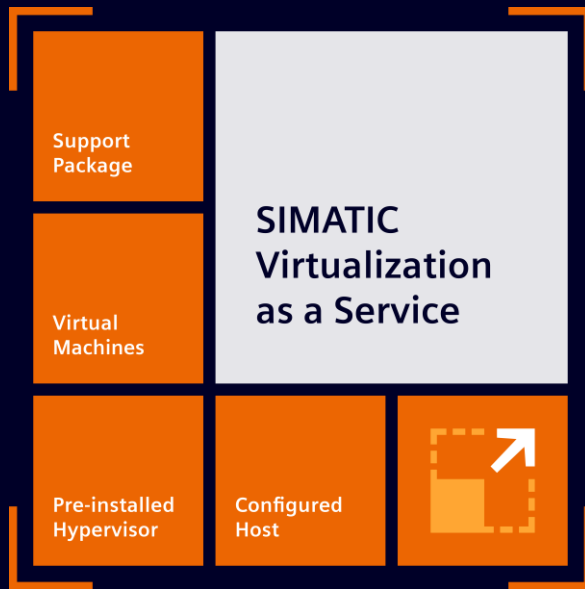
Increased flexibility and support with tested interoperability for 3rd party virtualization environment



Optimal transparency on service-requests with quarterly reports

SIMATIC PCS neo Virtualization

Siemens standard solution SIMATIC PCS neo on Siemens virtualized platform



[Click here for more information!](#)



Platform according to customer specification SIMATIC PCS neo on 3rd party virtualized platform

Premium

≥ V4.0

Proactive system services and individual support information.

Fixed price for core package with options

In addition to the Dynamic package

- ...
- **3rd party Virtualization Support***
- ...

Support prerequisite:

Interoperability test*

3rd party virtualization environment



Passed interoperability check



Support for 3rd party virtualization environment with PCS neo Premium

*must be ordered separately

Why should you choose Managed System Services?



Reduce costs

for maintenance and unplanned service through early identification of correlations and proactive, specific service information.



Enhanced uptime

through the centralized coordination and system-oriented processing of all service and support activities paired with the specific expertise and solid understanding of your processes, applications and requirements.



Enhanced transparency

through regular status reports and unrestricted access to an online information system containing all contract-relevant content.

DSM Nutritional Products AG, Switzerland

Managed System Services provide personal expert support

DSM Nutritional Products AG

DSM Nutritional Products AG is a leading global supplier of vitamins, carotenoids, omega fatty acids, UV filters and fine chemicals for the food, pharmaceutical, cosmetic and feed stock industries.

Customer objectives

- Comply with the very stringent quality requirements of their complex chemical processes
- Ensure uptime of the production process 24/7
- Reliable and safe operation for the treatment of industrial wastewater, combustion of liquid and gaseous waste as well as logistics processes

Solution and Service

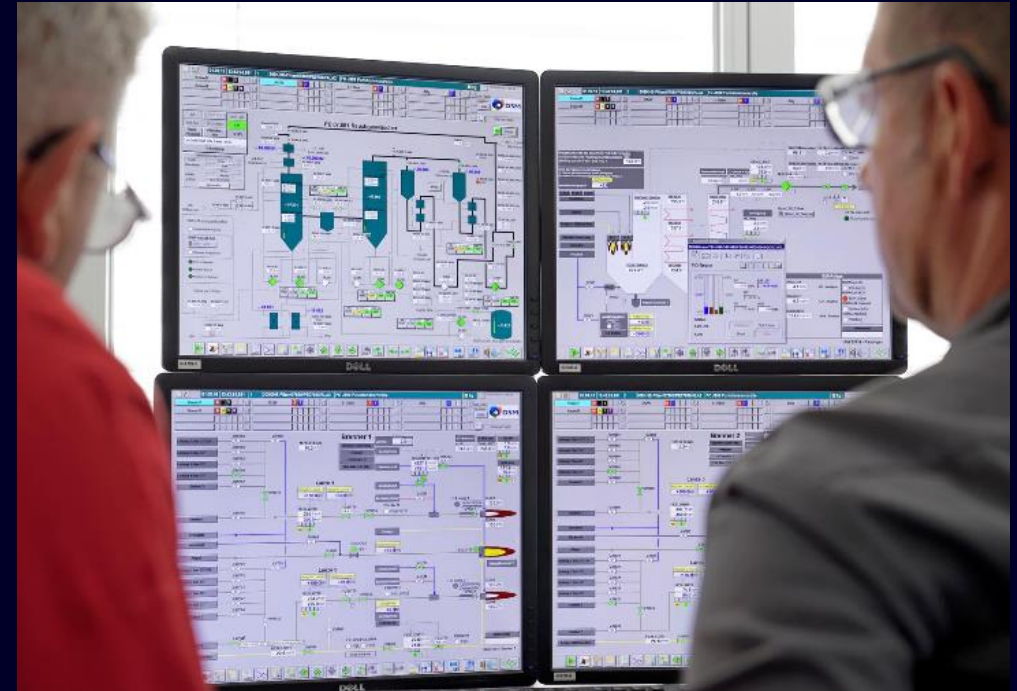
Fast reaction time and efficient support thanks to Managed System Services

- A personal contact for complex or urgent matters involving Siemens components
- The Siemens Support Manager is thoroughly familiar with the plant and with specific DSM applications/processes
- Reliable and efficient assistance with further engineering and maintenance projects

Customer benefits

- Personal support contact
- Very fast expert support in the case of faults
- Remote fault analysis
- Assistance with additional engineering / maintenance projects

Siemens References ID: [9E4514D9250745FF3994479C0FE34CA6](#)



“Response times are significantly shorter than with ordinary product support and we always have the same specialist on the line”

René Jegge, Head of Major Projects,
DSM Nutritional Products AG

Proof

DSM Nutritional Products – Chemistry, manufacture of vitamins and carotenoids

Challenge



1
Complex processes and very stringent quality requirements

2
A fast response for cost and environmental reasons

3
Ongoing engineering and maintenance projects

Product/solutions/ services



1
A personal support contact to provide continuous support for the whole plant

2
Remote fault analysis enabled by DSM plant test system

3
Specialist at Siemens with thorough knowledge of DSM processes and applications

Customer benefits



Contact person has customer-specific expertise regarding the entire plant and DSM's processes



Increasing quality

Rapid fault analysis with the ability to simulate solutions

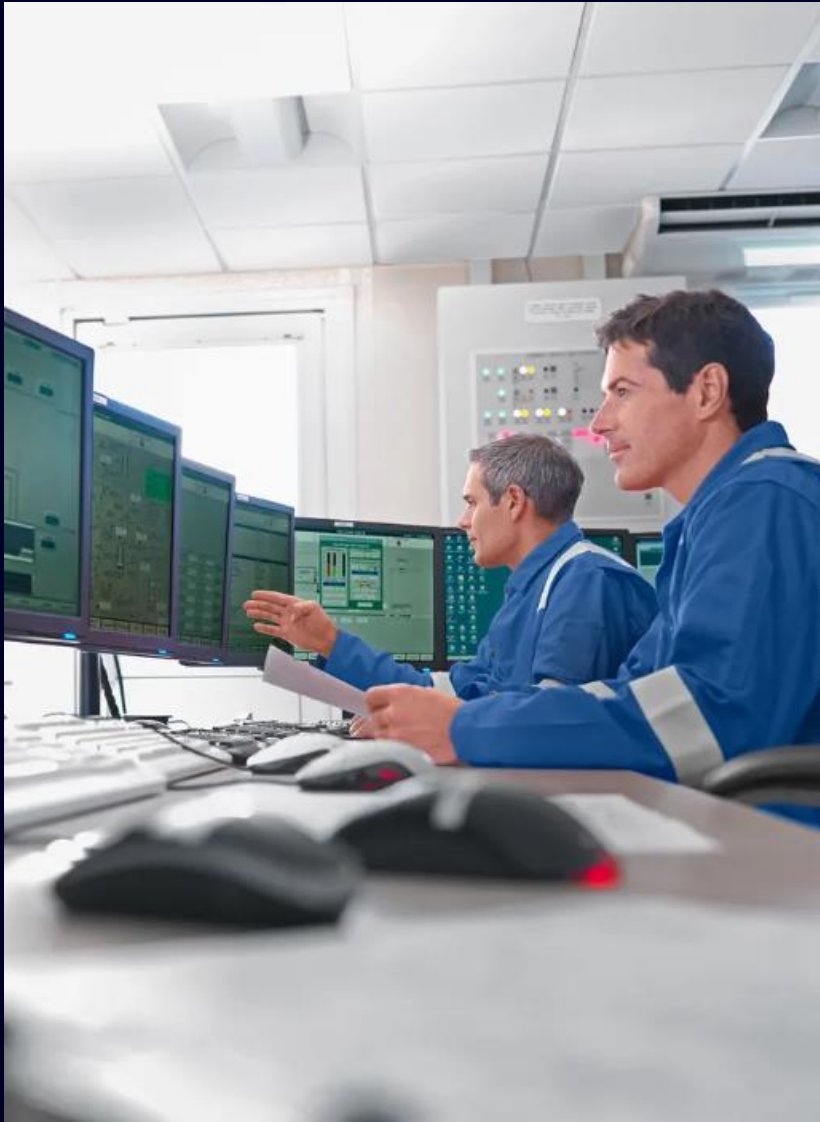


Increasing efficiency

Continuous support enables proactive and efficient action



Increasing efficiency



You want to
find out more?

[Managed System
Services](#)

[Siemens Contact
Database](#)

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