



# Professional Services for Industrial Networks

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# Siemens is your trusted partner

Siemens provides end-to-end solutions for state-of-the-art industrial networks. We offer full implementation based on our long-standing technical expertise and our know-how in large-scale project management.

Siemens will be your partner throughout the entire process, offering their expertise in consulting, design, implementation, and integration, as well as providing updates, long-term maintenance, and training services.

Thanks to our international footprint and comprehensive network of local partners around the globe, Siemens is always close by and on site – with a comprehensive portfolio of professional services covering all communication network demands.

# Professional Services at a glance

## Design and Consulting

Whether for a new or an existing network, an expansion or upgrade, we perform a thorough analysis of your network and infrastructure requirements as part of our Design & Planning Services and Site Surveys. We work with you to determine which measures are best suited to meet your needs.

## Integration and Deployment

Our Pre-Configuration and Testing Services minimize the risk of malfunctions and outages in your network. Our Implementation Services also let you benefit from rapid commissioning and certainty during the construction phase, ensuring the smooth operation of your plant and network.

## Service and Support

With Siemens, the journey doesn't end with the implementation. We will continue to work with you over the entire lifecycle of your system with long-term maintenance and support.

## Training Services

Personnel training is an efficient way of ensuring operation and maintenance of a network. The complexity of enterprise-wide networks means that the system must be understood as a whole. We share this knowledge as part of our standard training courses, which analyze the interaction of automation and IT systems from the ground up. Our training offering also includes customized courses.

## Industrial and Infrastructure Networks

Companies need industrial communication to control machines and plants. Optimal utilization of the data generated in production also requires that Operational Technology (OT) and Information Technology (IT) networks seamlessly interact. With our complete range of services and solutions for industrial networks, we help you lay an optimal foundation for digitalization and accompany you from the very start as you navigate the digital transformation.

# Design and Consulting

## Assessment Services

Before starting to implement, expand, or modernize an OT network, it makes sense to get a clear picture of the actual performance of the current network as well as its level of security. For this purpose, our experts offer the following services:

- Industrial networks health check
- Cybersecurity assessments (following security best practices and recommendations of industry standards such as NIST or IEC/ISA 62443)

### Key benefits at a glance

- Grants insight into the current actual state of the network
- Highlights recommendations and immediate actions to address current issues
- Uncovers potential risks in the current network architecture
- Captures and documents details of findings and recommendations
- Suggests a path forward to close gaps and protect assets and critical infrastructure
- Provides expert knowledge on state-of-the-art technology

# Design and Consulting

Implementing a network solution for industries in the correct way requires expert know-how. That goes for both existing networks and networks to be set up for new industrial plants. Together with you, we develop a clear picture of the requirements to develop a solution designed specifically to meet your needs.

Our experts support you with the following offering:

- Industrial network design services ranging from high-level to detailed granular low-level design
- Industrial DMZ (demilitarized zone) design
- Network consulting encompassing both hardware and software
- Proof of concepts
- Network management with SINEC software family
- Remote access concepts
- OT cybersecurity consultation

## Key benefits at a glance

- Leverages Siemens' industrial network expertise in designing complex network structures
- Ensures proper network implementation
- Eliminates ad hoc configurations
- Provides documented network design
- Generates scalable design documents ranging from concept to implementable solutions
- Supporting IT/OT convergence

# Integration and Deployment

To utilize our network design services, it's all about getting up and running quickly. We help you to minimize the risk of malfunctions and outages in your network. Our implementation services also let you benefit from rapid commissioning and certainty during the construction stage, all of which will ensure your network is fit for the plant's operation.

- Pre-configuration service of hardware components
- Factory acceptance testing (FAT) of equipment prior to delivery
- On-site and remote implementation services
- Configuration of hardware according to project specifications
- Commissioning and integration of SCALANCE & RUGGEDCOM network components as well as SINEC & RUGGEDCOM software families

## Key benefits at a glance

- Reduction of on-site installation time
- Verified and documented network commissioning
- Significantly reduced risk of failure for critical deployments by ensuring the correct operation of network before hardware is shipped
- Fast, accurate on-site project implementation utilizing scalable Siemens resources with years of experience

# Integration and Deployment

## Cybersecurity Solutions

Securing your industrial control system in the face of increasing IT/OT convergence, progressively sophisticated cyberattacks, and strict regulations is not easy. Be free to focus on what matters with integrated cybersecurity solutions on Siemens platforms like the RUGGEDCOM APE – providing the secure foundation you need for digitalization, including:

- Intrusion detection system (IDS)
- IDS + deep packet inspection (DPI)
- Next generation firewall (NGFW)

### Key benefits at a glance

- One stop shop for industrial network products and security solutions
- Delivery of a certified and 3rd party tested security software
- Advanced security features with minimum impact on investment

# Industrial WLAN

Siemens Industrial WLAN enables secure and reliable wireless connections for industrial applications. But even the best wireless network components alone aren't enough to create a state-of-the-art industrial wireless network. Expertise in network design and implementation is just as important.

# Design and Consulting

Whether implementing a new wireless network or expanding, it makes sense to get a clear picture of the current performance of the infrastructure. For this purpose, our experts analyze the following aspects as part of a detailed evaluation:

- Feasibility study
- Use case evaluation
- Analysis of structural environmental conditions
- Radio and infrastructure planning
- Spectrum and topology design
- RF coverage simulation

## Key benefits at a glance

- Documented radio channel planning
- Coverage overview and documentation prior to implementation
- End-to-end design from experts
- Assured avoidance of interferences due to planning

# Integration and Deployment

We use technical concepts that minimize the risk of malfunctions and outages in your wireless network during deployment, all of which ensures smooth operation and minimal downtime for your plant and network:

- Preconfiguration service of hardware components
- Configuration of all WLAN devices
- WLAN client roaming analysis
- WLAN signal strength and latency measurement
- Commissioning report ready-for-handover
- Verification of radio channel planning

## Key benefits at a glance

- State-of-the-art technology deployed by experts
- Complete documentation of deployed radio channels
- Advice and support for further frequency optimization
- Smooth operation of the wireless network due to optimized configuration

# Service and Support

With Siemens, the journey doesn't end with implementation. We will continue to work with you over the entire lifecycle with long-term maintenance and support:

- On-site and remote support
- Troubleshooting
- Health checks, on-site inspections
- Analytics and artificial intelligence services
- Help desk
- Optimization
- Updates and modernizations
- Implementing changes
- Repair and replacement of devices

## Key benefits at a glance

- Maximum availability of the system
- Flexibility for changes in production & logistic processes
- Quick solutions for issues
- Transparency about system status
- Suggestions for optimization
- State-of-the-art technologies

# Training Services

Implementing, maintaining, and operating industrial networks can be quite challenging and requires a high level of know-how. Therefore, it is beneficial to build up in-house system and technological expertise. Siemens will support you when it comes to trainings:

- Customized trainings for your employees based on your specific challenges and requirements
- Certification training program to become a “Siemens Certified Professional” or “Siemens Certified Expert”
- Technology foundation trainings
- Available trainings on-site, at the Siemens locations, and online
- On-site instruction
- Customized trainings for key users and technical personnel

## Key benefits at a glance

- Gain deep technological and systems knowledge for key users, dev-ops personnel, company technicians, and maintenance staff
- Enable partners to design and implement Siemens solutions independently
- Allow employees to perform services independently, and in doing so, reduce cost and downtime
- Ensure extensive knowledge for optimal operation of the installed systems
- Enrich staff with specialist expertise and ability to enable ad-hoc in-house optimizations
- Get certified knowledge to prove participant’s level of expertise

# How to get in contact

Ready for taking the next step?

Then contact our [Industrial Network experts](#)



For requests specific to the “Services and Support” offering, reach out to your [local Customer Service contact](#).

Or simply get in touch with your local Siemens sales representative.

