



SIPIX SD Remote Platform

Remote Services for Process Industry

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Process
Industry
Lifecycle
Services

Remote services with the SIPIX platform

Portfolio overview

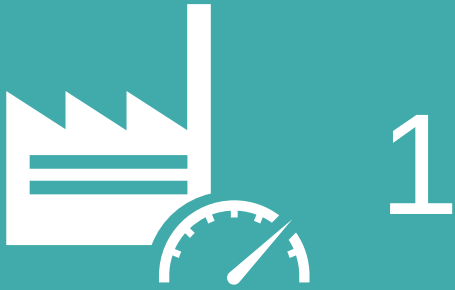


Remote Services - In every phase of the life cycle

As technology-based services, remote assisted collaboration or desktop sharing can be used in all life cycle phases, from engineering to commissioning and maintenance.

Remote services with the SIPIX platform

Opportunities and potential for remote services



1

Optimize plant availability

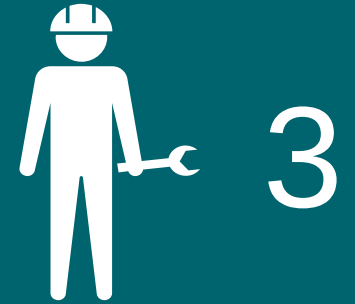
- Faster reaction time
- Possibly faster error correction
- Error prevention through regular device diagnostics



2

Reduce Total Cost of Ownership

- No travel costs for service engineer
- No provision of cost-intensive service-knowhow
- Optimize maintenance by avoiding unnecessary service on-site



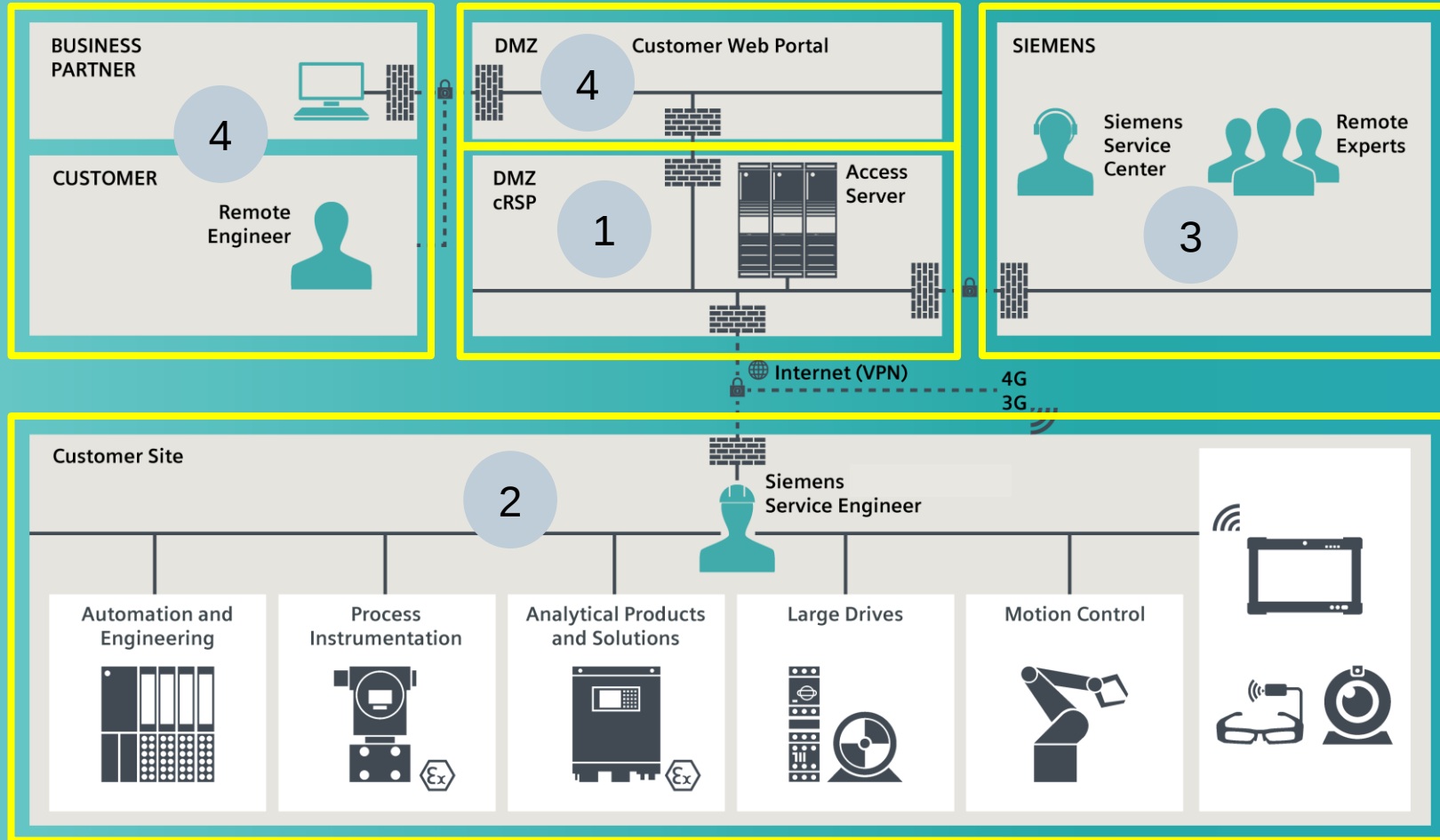
3

Fast access to experts

- Worldwide access to experts in case of need
- Fast availability of expert know-how
- No travel time accelerate service processes

Remote services with the SIPIX platform

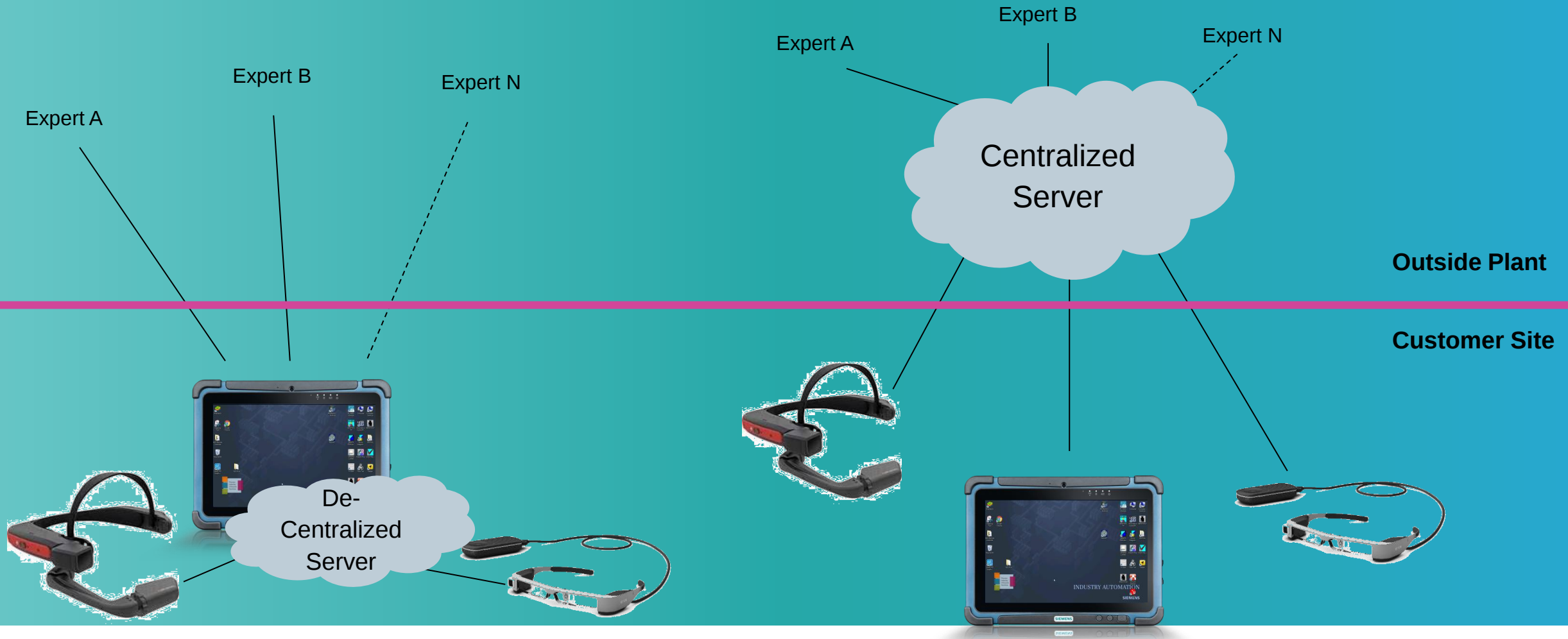
SIPIX Remote infrastructure



1. Siemens Remote Platform cRSP
2. Customer Site
3. Siemens Remote Expert Center
4. „External“ access to cRSP via Customer Web Portal (CWP)

Remote services with the SIPIX platform

SIPIX On-Premise without data center



Remote services with the SIPIX platform

SIPIX SD – Hard- and Software



EX ZONE 1



Hardware

- external battery (hot swap) directly in Zone 1
- IS USB 2.0 interface allows data exchange of data directly in Zone 1
- Onboard RFID scanner / Wifi Module
- Optional HART OR RFID UHF Add-On Module
- Fan less design

Software

- Windows 10 IoT
- Remote Ready on cRSP
- SIPIX RC video / audio collaboration
- Simatic PDM software
- Optional: customer specific

EX ZONE 2



Hardware

- Rugged design to military specification MIL-STD-810G
- Data capture with RFID scanner
- Optional HART OR RFID UHF Add-On Module
- Fan less design

Software

- Windows 10 IoT
- Remote Ready on cRSP
- SIPIX RC video / audio collaboration
- Simatic PDM software
- Optional: customer specific

NON-EX ZONE



Hardware

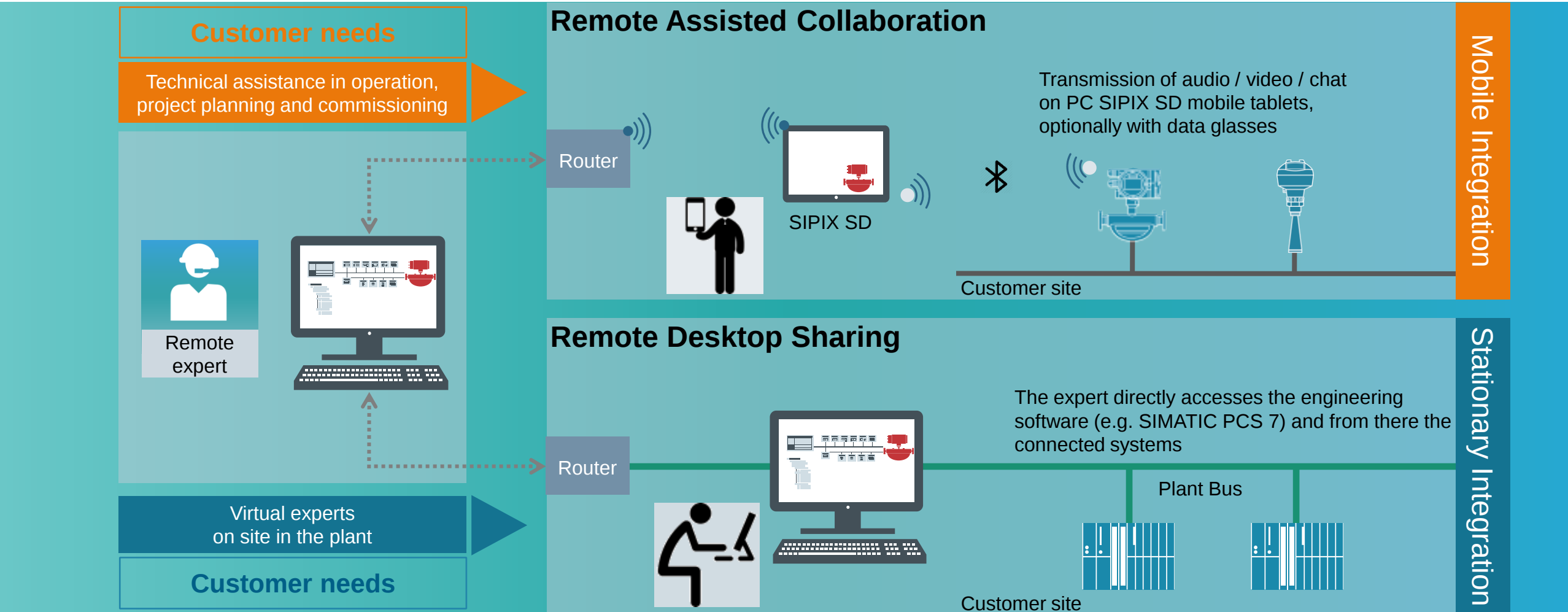
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Remote services with the SIPIX platform

Remote Applications

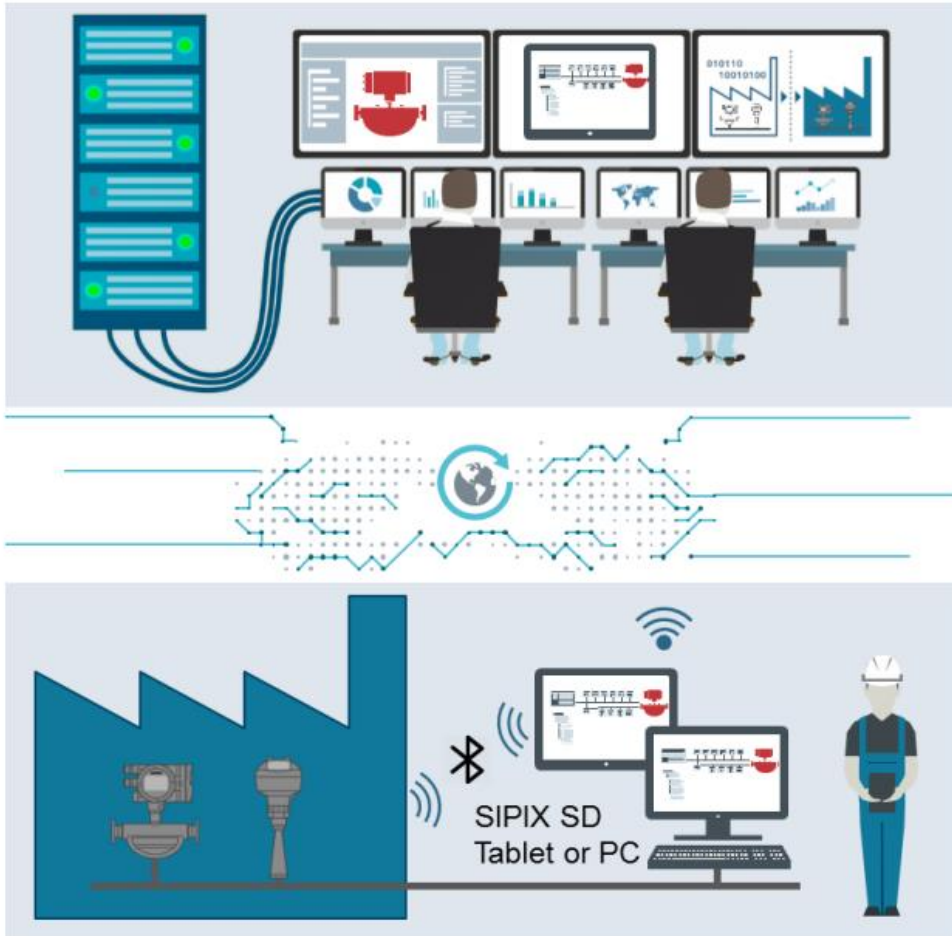


Remote Applications

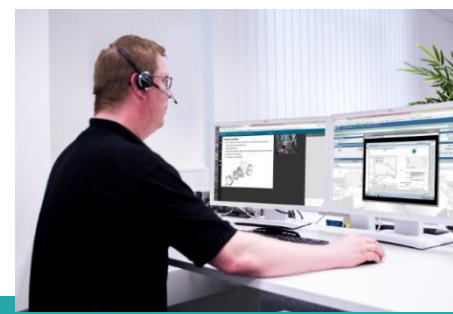
Remote Desktop Sharing

Remote Desktop Sharing

Remote Expert Center



On-site Technician



SIEMENS
Ingenuity for life

Remote Desktop Sharing

- Remote control of a customer control system or a SIPIX by one or more experts
- Compliance with current industrial security standards through encrypted end-to-end communication (ISO27001 / CERT certified)
- Logging and reporting of remote access sessions
- Possible file transfer to SIPIX to transfer missing drivers or information securely and in real time
- Different Siemens experts can simultaneously connect and support the SIPIX SD (expert network) via the cRSP
- Connection to field devices via HART adapter (e.g. with SIMATIC PDM) or other assets possible with the appropriate software

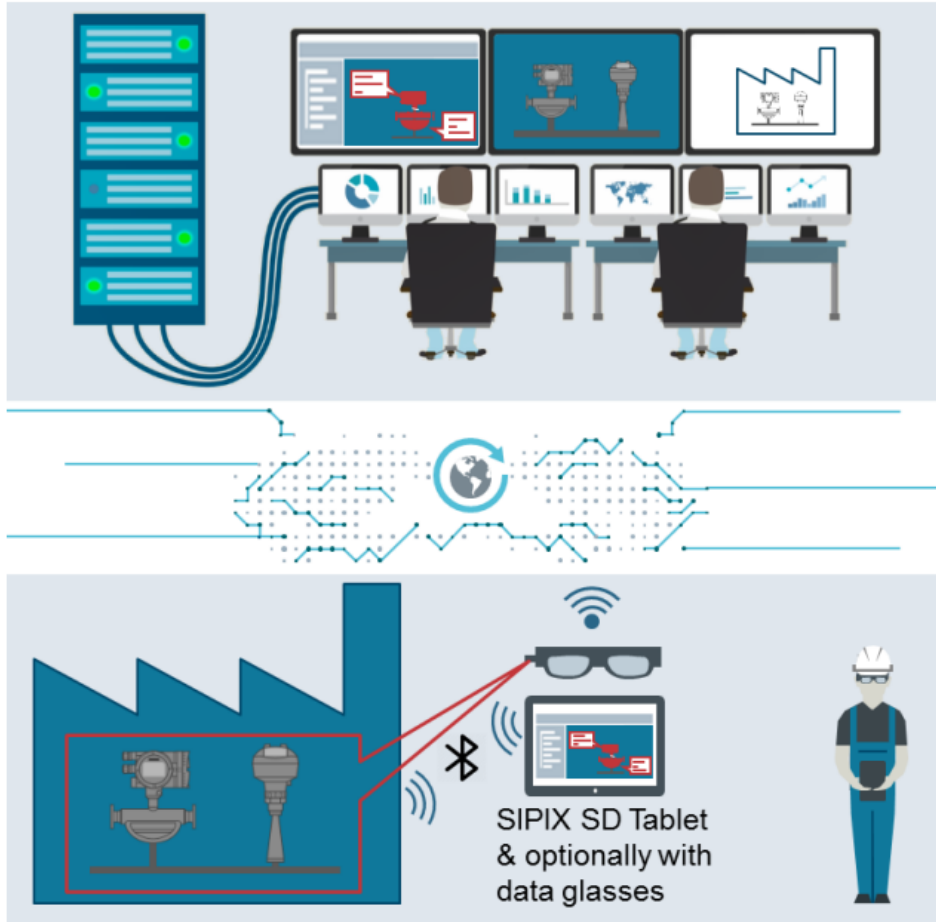
Remote Applications

Remote Assisted Collaboration



Assisted Collaboration

Remote Expert Center



On-site Technician

Remote Assisted Collaboration (SIPIX RC)

- Independent VPN channel for the transmission of audio and video images in real time (encrypted end-to-end communication according to ISO27001 / CERT)
- An expert guides the service technician visually through mouse pointer, drawing and label tool, freehand drawing in different colors, technical images / excerpts from documentation using "Copy and Paste"
- Hands-free work using smart glasses
- Additional connection of a USB camera in non-Ex areas possible
- Communication via a live chat possible
- Share YouTube educational videos
- "On-the-job training" takes place automatically as specified by the remote expert

Promotion material for Remote Services



SIPIX Flyer

- [Mit SIPIX SD die Remote Services optimal nutzen](#) (DE)
- [Optimal using remote services with SIPIX SD](#) (EN)

Remote Collaboration Video

- [Digitales Service Tool SIPIX SD](#) (DE)
- [Digital Service Tool SIPIX SD](#) (EN)

Mobile Operation Video

- [Zustandsbasierte Prozesssteuerung und Prozessführung mit SIMATIC PCS 7](#)
- [Condition-based Process Control and Management with SIMATIC PCS 7](#)



Thank you for your attention!



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