

SMS SIEMAG

SMS group

AUTOMATION SUPPORT PORTAL



AUTOMATION SUPPORT PORTAL



The expert platform for maintenance and repairs of automation systems in metallurgical plant and rolling mill technology.

Your automation represents a key system. It controls production and ensures everything runs smoothly. If it fails, you face costly stoppage times, declining customer satisfaction and diminished value.

You want your plant configuration to remain efficient over a long period of time? That's where our X-Pact Automation Support Portal comes in:

- always there for you around the globe
- hands-on expert information
- fast data transfer
- 100 percent secure
- geared to your wishes and cost effective.

This helps you to detect and correct errors before damage occurs in your works.

OVERALL EQUIPMENT EFFECTIVENESS

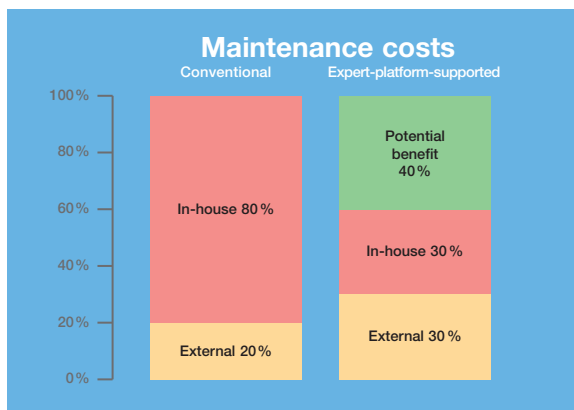
You want your plant configuration to remain efficient over a long period of time. Yet unplanned stoppage times and malfunctioning depress your OEE rate. Now, to prevent this, you can use the X-Pact

Automation Support Portal to instantly take the steps recommended by external experts. As a user of the X-Pact Automation Support Portal, you benefit from this three-stage support package:

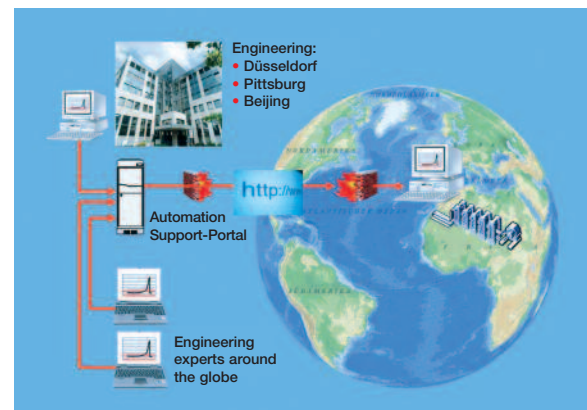
- communications software for secure data transfer worldwide
- a hotline you can call any time
- contact via Teleservice with a plant expert familiar with your specific system.

That gives you 24/7, customized support for all your automation problems. We can show you references from renowned steel producers who confirm the effectiveness of this specialization approach.

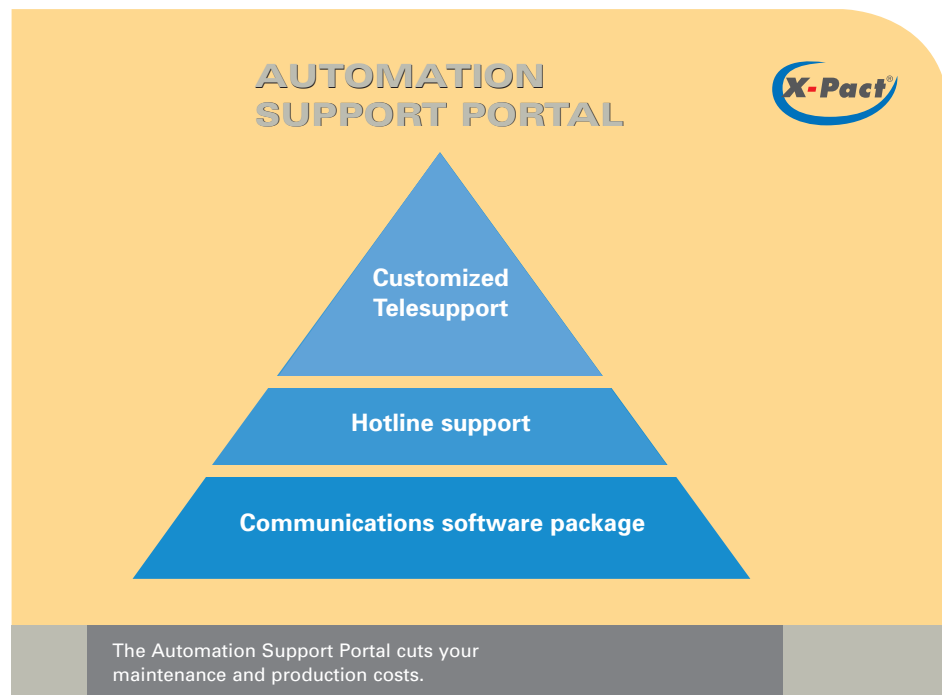
Using joint data platforms, our automation specialists can link up to your plant immediately and call in extra experts as required. They access a knowledge database to answer many of your questions straight away. That cuts overall costs and boosts your performance. Simply put, no time-consuming error searches, no unpleasant information to be passed on to your customers. Instead, you get professional, expert support and efficient, just-in-time partnerships.



A comparison of conventional and expert-platform-supported maintenance costs.



Available any time: Our worldwide Automation Support Portal.



TAILOR-MADE COOPERATION MODELS

Clear-cut contract design means you can draw up a budget for the costs.

Flat fee plus case-by-case fees

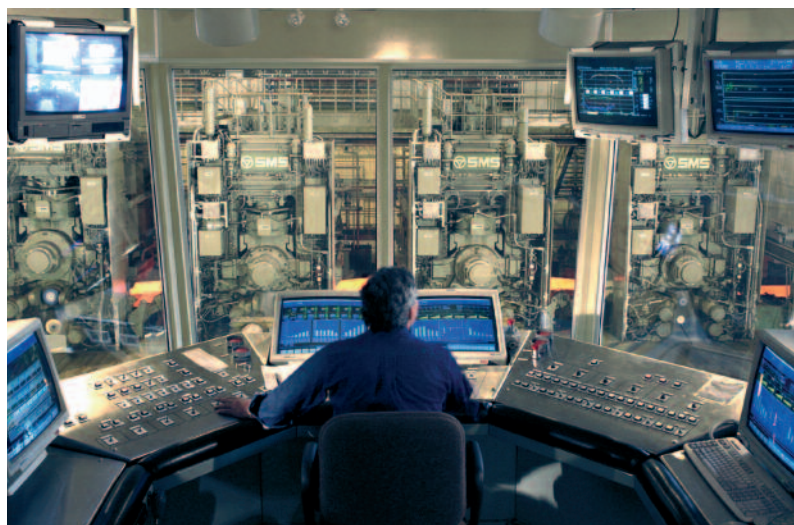
The flat fee covers the costs for the license, compiling the customer-specific data and installation at your works. Case-by-case fees are charged for the phone service and any on-site activities. Costs for on-site support can be offset against those for phone support.

All-inclusive contracts

These cover the costs for the license, compiling the customer-specific data and installation at your works. Furthermore, there is no additional charge for our phone support. If your contract includes on-site support, we appoint system specialists as plant supporters. This personal contact is invaluable in long-term cooperation.

SECURITY

The X-Pact Automation Support Portal is an absolutely secure platform for data transfer. Communication is encrypted with SSL (secure socket layer) at 128 bit. To guarantee the security of the Internet link, we use a firewall and single port technology. Included is a relay server working as a facility gateway that organizes access for the machines behind it. You can also use this technology to integrate other areas into the coordination processes.



Hotline experts support work routines on site.

SMS SIEMAG AG

Electrical and Automation Systems
Division

Ivo-Beucker-Strasse 43
40237 Düsseldorf
Germany

Phone: +49 (0) 211 881-4444
Telefax: +49 (0) 211 881-5817

E-Mail: Automation-hotline@sms-siemag.com
Internet: www.sms-siemag.com

MEETING your **EXPECTATIONS**