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New Era for Hi-tech Service Global expert opens new Service Centre for WA - \$20 million investment

- \$20 million investment - state-of-the-art Siemens Perth Service Centre open for business
- \$5 million Specialised Test-bed - most sophisticated of its kind in Australia – new capability for WA ensures returned equipment is ready to run
- Remote service hub to serve mining, oil and gas, water, shipping and other heavy industries
- Supports WA industry transition to 4th industrial revolution (Industry 4.0)

Siemens has officially opened its new state-of-the-art Perth Service Centre with a special visit from global Head of Customer Service for Siemens' industrial businesses, Dr. Thomas Moser who says this heralds a new era for hi-tech service.

“Industries such as mining and oil & gas that have made significant capital investments are now challenged with falling resource prices. At the same time the world is entering a new industrial era enabled by digitalisation. Now more than ever, it's critical for companies to embrace hi-tech service to produce more at lower costs and avoid downtime that can cause losses and negatively impact company share prices. That's why we Siemens is pleased to be making this \$20 million investment in WA,” said Dr Moser.

“It's about being competitive to secure your place in the global supply chain. Through modern technology and services, companies can achieve operational efficiencies, extend the life of

SIEMENS

Siemens Ltd
885 Mountain Hwy
Bayswater, Victoria

their assets, optimise performance, reduce energy consumption and protect investments. Remote monitoring, predictive maintenance, simulation and cloud based asset management are just some of the new technologies and practises that operators can utilise.”

The Perth Service Centre is the third new Siemens Service Centre in Australia in less than two years - after Tonsley (South Australia) and Rockhampton (Queensland). Cutting-edge technology and equipment, along with specialist engineering support will ensure key WA industries increase productivity, operational efficiencies and significantly minimise downtimes.

“Operational phases represent about 95% of the lifecycle costs – compared to just 5% or less in the capital investment phase, so hi-tech service becomes critical to drive increased overall equipment effectiveness while reducing these operational costs. For example, in Turkey’s state-run Tüpras refinery Siemens succeeded in reducing the downtime of 1500 motors by a staggering 83%,” said Dr. Moser.

The WA Department of Mines and Petroleum notes the value of resource projects under construction or in the committed stage is estimated at \$171 billion and a further \$110 billion is planned for the coming years. According to Jeff Connolly, CEO of Siemens in Australia, the timing of the opening perfectly supports critical projects as they transition into operations such as Chevron’s Gorgon where the first LNG production is expected within the next few weeks.

“As the main motors and drives contractor for important infrastructure projects including some of WA’s biggest LNG projects, we take a long term view to the market and understand the importance of being there to support our customers over the operational life of the project as well,” said Connolly. “Rapid developments in digitalisation mean that the future of service equates to the future of competition. Almost every modern piece of equipment now has the ability to capture data – it’s what you do with that data that matters!”

Background

Echoing Dr. Moser's comments, Deloitte's "Tracking the trends 2015" strategies to overcome challenges in mining includes:

- improving operational excellence
- collecting and using data intelligently, and,
- embracing innovation by including technologies and applications used in other industries and applying them in minerals production to reduce costs.

The new Perth centre will feature end-to-end service capabilities and include:

- Ability to service motors, generators and variable speed drives in strict accordance with OEM standards
- A \$5 million specialised test-bed for electric motors with a load test facility which means that any of the motors being overhauled can be fully simulated to run as in installed conditions. **This is the most sophisticated test bed of its kind in Australia** and can test the widest breadth of motors under load for its size.
- A remote service hub that serves as a location for experts to monitor equipment and key plant anywhere in Australia with the ability to remotely connect to equipment and perform trouble shooting and reactive services, as well as support condition based maintenance strategies. The hub will utilise cloud based data analytics to optimise performance of plant and equipment
- Hub from which to mobilise field service engineers
- 20 tonne balancing machine – ensures shafts and rotors can be precision balanced before returning to the field – ensuring less wear and tear and more efficient operations
- Exceptional OEM knowledge and Siemens factory trained technicians
- Access to factory technical data, parts and procedures ensuring repairs are carried out to specification and tolerances
- Appropriate storage and preservation of customer equipment – so it's there in good condition for when required

- Access to global technical support and R&D resources for troubleshooting and root cause analysis
- Comprehensive training services to support knowledge transfer to operational teams

Media Contact:

Siemens, Media Relations

Keith Ritchie, phone: +61 457 841 189

E-mail: keith.ritchie@siemens.com

Note to editors

Siemens has been in Western Australia since 1930's and more recently has supplied over 500MW of drive power and 150 conveyor drive systems in the Pilbara - helping mine productivity and efficiency. Siemens technology can be found in almost every major mine site through to even the largest single site for the 40 foot gearless mill drives. The company has also been supporting Western Australia's most important oil and gas projects – from Woodside's Okha FPSO to Chevron's Gorgon and Wheatstone.

Siemens AG (Berlin and Munich) is a global technology powerhouse that has stood for engineering excellence, innovation, quality, reliability and internationality for more than 165 years. The company is active in more than 200 countries, focusing on the areas of electrification, automation and digitalization. One of the world's largest producers of energy-efficient, resource-saving technologies, Siemens is No. 1 in offshore wind turbine construction, a leading supplier of combined cycle turbines for power generation, a major provider of power transmission solutions and a pioneer in infrastructure solutions as well as automation, drive and software solutions for industry. The company is also a leading provider of medical imaging equipment – such as computed tomography and magnetic resonance imaging systems – and a leader in laboratory diagnostics as well as clinical IT. In fiscal 2015, which ended on September 30, 2015, Siemens generated revenue from continuing operations of €75.6 billion and net income of €7.4 billion. At the end of September 2015, the company had around 348,000 employees worldwide. Further information is available on the Internet at www.siemens.com.