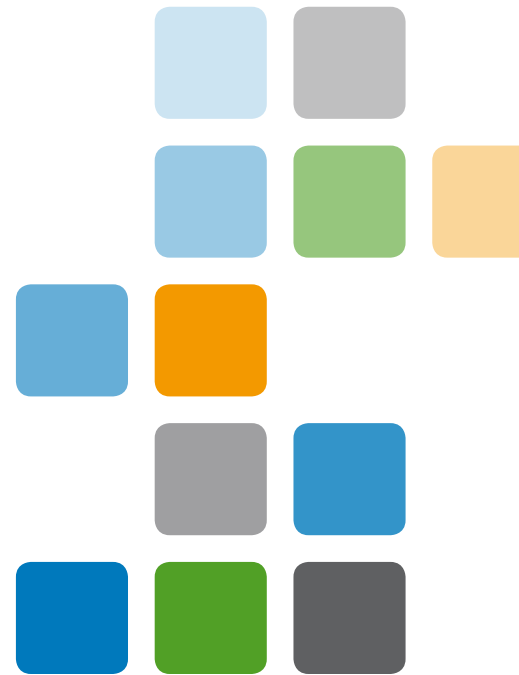




SUCCESSFUL SUPPORT WITH KNOWLEDGE MANAGEMENT

A KNOWLEDGE MANAGEMENT
SYSTEM AT SIEMENS.

THE EMPOLIS:SERVICE LIFECYCLE SUITE FORMS THE BASIS OF THE "SIMATIC KNOWLEDGE MANAGER" WHICH PROVIDES ACCESS TO THE CENTRAL EXPERT KNOWLEDGE BASE FOR SIEMENS EMPLOYEES AND CUSTOMERS – VIA INTERNET, INTRANET AND ON CD. THE SIMATIC SERVICE RESULTS IN HIGH CUSTOMER SATISFACTION AND HAS BECOME A FUNDAMENTAL ELEMENT FOR THE PRODUCT LINE'S SUCCESS.



The Challenge

The Simatic brand has been in existence since 1958. Today, this standard Siemens product is synonymous for state-of-the-art automation systems and is market leader in the area of industry automation. Continuously growing customer bases, advancing equipment complexity and the many generations of equipment in simultaneous circulation drastically increase the number of customer inquiries, e.g. requests for product information. Therefore, a software solution was required that is comprehensive, economical, easy-to-handle, and accessible from anywhere. Existing, scattered knowledge had to be bundled to assist service support and customers for independent problem-solving.

The Solution

“Simatic Knowledge Manager” was developed based on the Empolis:Service Lifecycle Suite (e:SLS) and has successfully been in use since 1999. The self-service system can be accessed via internet, intranet or CD-ROM and makes the centrally managed expert knowledge available to Siemens employees and customers alike.

The Implementation

The e:SLS was easily integrated into the existing call center and IT environment. More than 600,000 sessions are logged each month and over 800,000 documents in a wide range of formats and languages are easily and quickly retrieved.

The system allows for searches in English, German, French, Italian, Spanish and Chinese. It recognizes similarities in search criteria and only delivers truly relevant documents. The solution has been deployed to other divisions within the Siemens corporation.

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The Success

New employees are in the position to quickly access comprehensive expert knowledge and no longer require time-consuming training. Loss of knowledge due to personnel leaving is a thing of the past. General inquiries to the hotline are dramatically reduced because customers can directly access the self-service portal. Experts can dedicate valuable time to more complex tasks due to the realization of ideal process and response standards (quality and continuity).

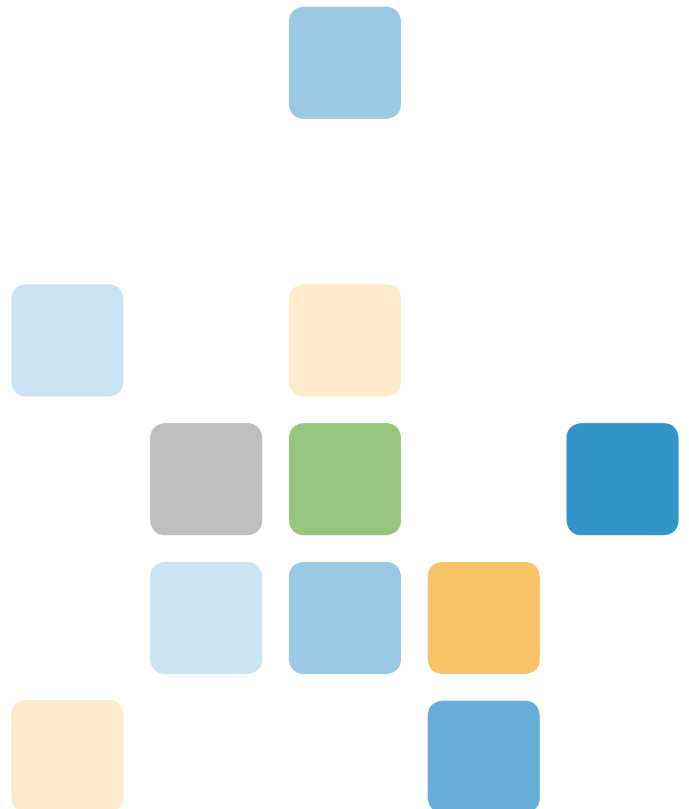
The Simatic service has become an essential element for customer retention and forms the basis of the successful product line. Professional service results in high customer satisfaction and supports Siemens in its effort to provide its customers and employees with the most current information.

About Siemens Industry Automation

Siemens Industry Automation is a global leader providing automation and drive technology, in addition to software for many industries. Siemens supplies a comprehensive line of integrated products and systems for production and process automation, in addition to customer-specific automation solutions – in all sectors, ranging from automotive manufacturing to chemical plants.

"WITH E:SLs, EXPERT KNOWLEDGE IS NO LONGER RESTRICTED TO INDIVIDUALS, IT IS RE-USABLE AND ACCESSIBLE BY OUR CUSTOMERS AND EMPLOYEES – ANYWHERE AROUND THE GLOBE, 24/7."

Christoph Töpferwein
Project Manager
Siemens Industry Automation





Empolis, an Attensity Group Company, provides an integrated suite of business applications that analyze, interpret and automate the exploding volume of unstructured data. Business leaders, knowledge management professionals, customer support personnel and customers receive current knowledge and get relevant and actionable answers – fast.

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