

Siemens increases the efficiency and service life of baggage handling systems with Service 4.0

- **Improved system availability and performance**
- **Maximum capacity utilization through predictive maintenance**
- **Optimal use of operating resources for the highest service standards**

Siemens Logistics offers airports and airlines a comprehensive portfolio of innovative software solutions to optimize processes. This includes Service 4.0 for the predictive maintenance of baggage handling systems. Forecasts are generated from collected data, and preventive measures are taken to improve system reliability and avoid unscheduled downtimes.

"With Service 4.0, we help our customers to enhance the performance of their baggage handling systems," said Michael Reichle, CEO of Siemens Logistics. "Airports and airlines benefit from more efficient processes, putting themselves in an excellent position to meet growing passenger and baggage volumes."

A potential component failure caused by wear and tear can be detected in advance with Service 4.0. Customers are able to plan and execute maintenance and repair work in a targeted manner, as well as optimize spare part orders and service team deployments. At the same time, Service 4.0 allows customers to extend the service life of system components and maximize their return on investment.

Condition monitoring of baggage handling systems forms the basis for preventive maintenance: Intelligent sensors on components acquire information about their wear and operating state, such as deviating vibration or distance values. Service 4.0 also provides details about the usage, environment, and maintenance history of the baggage handling system. The collected data is stored in MindSphere, the open, cloud-based Internet of Things operating system from Siemens. Smart applications analyze

data sets individually and in combination with one another, thereby enabling a best-possible predictive and efficiency-enhancing maintenance plan.

With Service 4.0, Siemens Logistics is pursuing an agile approach that integrates the customer as a co-creation partner in the solution identification and development process. The resulting solutions are tailored precisely to the requirements of the baggage handling system in question, giving the customer a significant competitive advantage.

Service 4.0 is being employed successfully at several large airports. Three of the ten busiest airports in the world – which together process more than 240 million passengers every year – are already benefiting from the comprehensive experience and innovative service solutions from Siemens Logistics.

Siemens at inter airport Europe

Intelligent airport software, highly effective baggage handling systems, and digital logistics solutions for the aviation industry: Siemens Logistics presents its extensive airport portfolio at inter airport Europe in Munich (Hall B5, Stand 1110) from October 8 to 11, 2019.

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Siemens Logistics GmbH, headquartered in Constance, Germany, is a fully owned subsidiary of Siemens AG. Siemens Logistics is a leading provider of innovative and high-performance products and solutions for mail and parcel automation; for airport logistics including baggage and cargo handling; and for the digitalization of logistics processes using high-end software. Comprehensive customer service completes the portfolio. Siemens Logistics is represented worldwide through its regional companies and active in more than 60 countries. Major customers include renowned airports as well as postal and parcel service providers around the globe. Further information is available online at www.siemens-logistics.com.

Siemens AG (Berlin and Munich) is a global technology powerhouse that has stood for engineering excellence, innovation, quality, reliability and internationality for more than 170 years. The company is active around the globe, focusing on the areas of power generation and distribution, intelligent infrastructure for buildings and distributed energy systems, and automation and digitalization in the process and manufacturing industries. Through the separately managed company Siemens Mobility, a leading supplier of smart mobility solutions for rail and road transport, Siemens is shaping the world market for passenger and freight services. Due to its majority stakes in the publicly listed companies Siemens Healthineers AG and Siemens Gamesa Renewable Energy, Siemens is also a world-leading supplier of medical technology and digital healthcare services as well as environmentally friendly solutions for onshore and offshore wind power generation. In fiscal 2018, which ended on September 30, 2018, Siemens generated revenue of €83.0 billion and net income of €6.1 billion. At the end of September 2018, the company had around 379,000 employees worldwide. Further information is available on the Internet at www.siemens.com.