



SIEMENS

How does Infraspeak help SIEMENS ensure SLAs' compliance with Bank of Portugal?

Company

SIEMENS

Division

Facility Management

Average Monthly Tasks

5000

Implementation Time

4 weeks





SIEMENS presents itself as the largest engineering company in Europe, playing a key role in the industry and infrastructure operation.

At Bank of Portugal, Siemens is responsible for the equipment maintenance of several specialties, from HVAC to metalworking, as well as space maintenance.

- **But before Infraspak, there were some challenges.**

- **Struggle to comply with the SLAs**

- Without a good solution for planning and managing maintenance tasks, the risk of non-compliance from the service level agreements with Bank of Portugal was high, and entailed penalties for SIEMENS.

- **Lack of transparency**

- The client did not have immediate access to information regarding SIEMENS operation on its infrastructures, which was not in accordance with the legal demands inherent in an infrastructure such as the Bank of Portugal.

- **Unsuitable software**

- The solution used by SIEMENS for maintenance management was “very heavy, unintuitive and difficult to use”.

- **Then came Infraspak**

According to Ana Ester Silva of SIEMENS, “Infraspak is the software that meets all the team’s needs and is very simple to use”. After the implementation, SIEMENS increased the **autonomy of the entire team, enabled them to meet deadlines and increased customer proximity.**

- **SLAs’ Compliance**

- The ease of planning and task management, combined with the SLAs module included in the system, mitigated the risk of non-compliance with deadlines agreed with Bank of Portugal, thus saving SIEMENS from unnecessary penalties.

- **Direct access by the client**

- The Bank of Portugal now has direct access to all information through Infraspak Direct, a dedicated

customer interface that makes fault reporting, job status consultation and general communication simpler with SIEMENS.

Greater flexibility and autonomy

The option for technicians to access Infracpeak without the need for constant supervision from the manager has increased everyone's autonomy involved and made the Infracpeak mobile application one of the technicians' main daily working tools.

Higher profit margin

With more time to accomplish higher value-added tasks (as there's less time wasted with paperwork) and the use of NFC technology that saves technicians working time, SIEMENS has been able to increase profit margins with Infracpeak.

“ The technicians are totally autonomous and, at the same time, the managers can follow everything that happens. ”

— Ana Ester Silva

• Why infracpeak

For Ana Ester Silva, the simplicity of use and the possibility of giving direct customer access are the main characteristics that distinguish Infracpeak from other available solutions. In addition, the NFC tags – Infracpeak's innovation in this type of systems – allow managers to gain greater control in a unique way.

“ The fact that we are able to control the presence of the technicians is an asset that we do not find in any other software. We had already tried others existing solutions on the market, but Infracpeak is the ideal one. ”

— Ana Ester Silva

• How was the implementation?

The background information was quickly set up in Infracpeak with the support of the Customer Success team, which boosted the start of field work for the technicians. The Infracpeak's team stayed with SIEMENS throughout the implementation process.

About Infracpeak support, Ana Ester Silva notes that “after the heavy use of the software at the beginning, Infracpeak monitoring remained reliable and its support is always very fast.”

Talk to one of our specialists and learn how Infracpeak can make your operation truly intelligent, connected and collaborative.

Schedule Demo