

## Siemens Went Mobile With Their IT Infrastructure Management

# SIEMENS

### Industry

Industrial Automation

### Objective

To find a solution that would allow the entire team to collaboratively manage critical systems worldwide from a single interface. Additionally to find a way to free IT engineers from long commutes to customer sites.

### Customer

Al Clark III is a Senior Technical Specialist at Siemens Industry Inc., which is a subsidiary of Siemens AG, a global powerhouse for over 165 years in electronics and electrical engineering, operating in the industry, energy, healthcare, and infrastructure & cities sectors.

“Pulseway provided just what we were looking for: Ease of use, multiuser access, detailed and easy to understand data and real-time alerts.”



**Al Clark III**  
**Senior Technical Specialist**  
**Siemens Industry Inc.**

### IT infrastructure management is tough

*“Managing our IT infrastructure was a very tough job” said Al Clark III, “especially tough on those given the task of maintenance, on-call rotations, and outages.”*

With the increasing need for a remote monitoring and management tool within Siemens Industry Inc. Al looked for a solution that would allow his entire team to collaboratively manage their computer systems worldwide from a single interface.

## Mobile changed everything

*"Unlike some other remote management tools that we looked at, Pulseway offered a mobile first approach." explained AI, "Every function that Pulseway is capable of performing can be handled using a phone or tablet. What good is an alert if you can't act upon it, regardless of your physical location?"*

Using Pulseway turned out to make a great deal of sense for Siemens Industry Inc. They had everything they needed in one place, with no requirement that they stopped what they were doing and moved somewhere else to take care of critical requirements.

The IT and Sales Engineers lookup systems and get real-time information from their mobile phones. The IT Staff perform system diagnostics and Windows Updates quickly and efficiently without having to drive to customer sites or engage in complicated logon processes.

## Further benefits

*"Pulseway support and communication with customers is one of the best I have ever experienced," described AI, "all of our questions are answered almost immediately".*

Additionally to the support and communication efficiency, *"the solution was extremely easy to use and implement. We had things up and running within hours."*

## Favorite aspects in a nutshell

Ease of use and error free statistics as well as the ability to control systems in real-time.

## Results

The whole team is now getting real-time information on critical systems worldwide, not to mention they are able to take action immediately from their smartphones or tablets when something goes wrong.

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