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Welcome to SGTT Customer Service

Holger Raabe

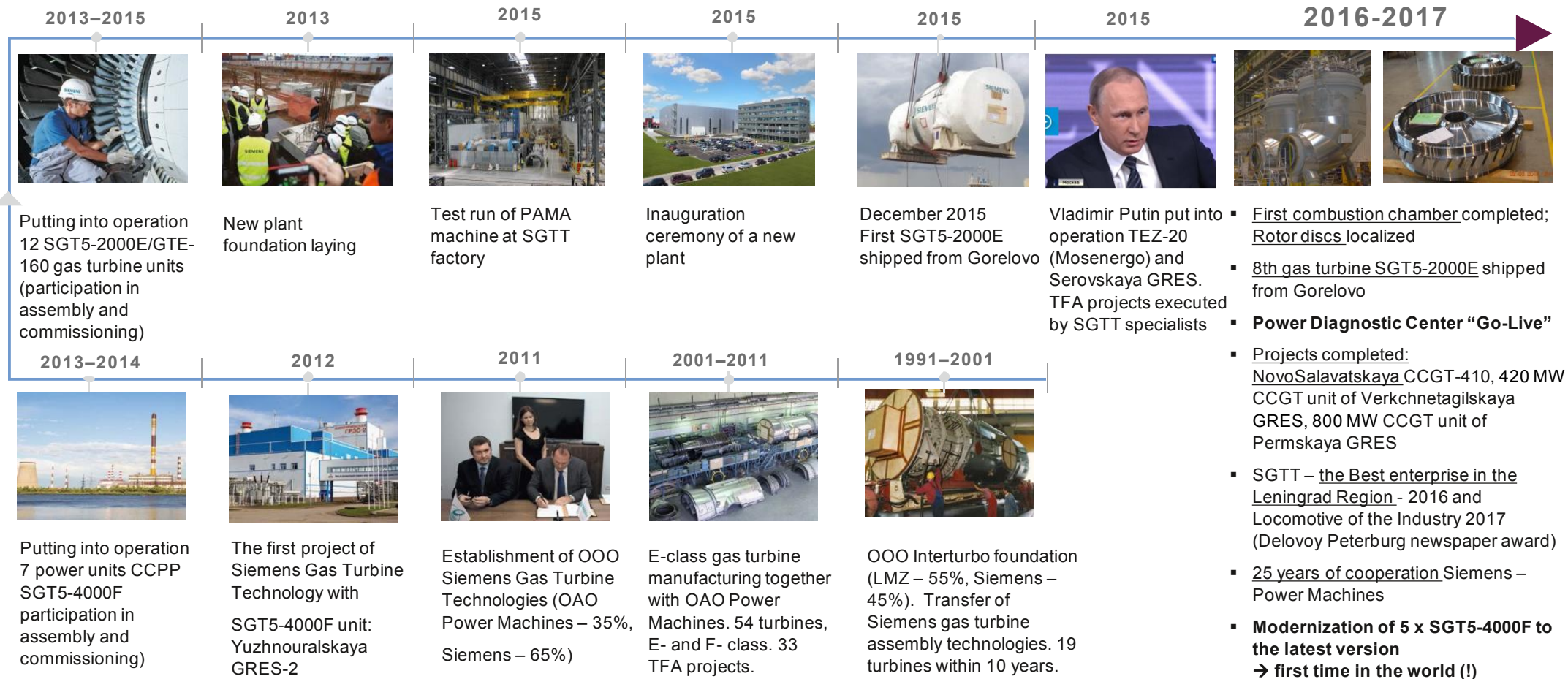
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siemens.ru/gas-turbines

*Изобретательность для жизни

Siemens Gas Turbine Production in Russia

More than 25 years experience



- Projects completed: NovoSalavatskaya CCGT-410, 420 MW CCGT unit of Verkhnetaigilskaya GRES, 800 MW CCGT unit of Permskaya GRES
- SGTT – the Best enterprise in the Leningrad Region - 2016 and Locomotive of the Industry 2017 (Delovoy Peterburg newspaper award)
- 25 years of cooperation Siemens – Power Machines
- **Modernization of 5 x SGT5-4000F to the latest version**
→ first time in the world (!)

**Изобретательность для жизни*

Siemens PG Energy Hub at Saint Petersburg

Customer Service as an integral part of SGTT organization



Sales



Industrial gas turbines



Project Execution and Engineering



Compressors



Heavy-duty gas turbines
Manufacturing and Assembly



Service



Components Manufacturing for Network



R&D



SGTT Customer Service

Our customers appreciate the cooperative partnership, the excellent know-how, high degree of flexibility and firm commitment



- All types of Service inspections and maintenance for LGT, ST and GN
- Upgrade and modernization of gas turbines, generators (5 units of SGT5-4000F modernized to their latest version)
- Long-term and short-term maintenance service → on-site or at SGTT plant
- High-skilled Russian team for field service and engineering support
- Prompt response to deviations in GT operation due to local Power Diagnostics Center at SGTT → 2016
- Strategic spare parts warehouse at SGTT → 2017
- Local Center for Repair and Refurbishment of Gas Turbine Blade and Vanes → Start of operation in May 2018



Excellent Teamwork !!!



SGTT Customer Service

Highly motivated and experienced management team



SGTT Customer Service

Russian Service Center

Repair and refurbishment of service exposed GT Blades and Vanes

Service Engineering

Service engineering & Power Diagnostic support for different LGT frames operated in Russia

Operations

Management of Project Execution, Field Service, EHS and Tool center

Sales

Proposal and contract management of LTP -, Standard- and Mods - Service projects

Order Management

Management of purchase requests, in- and outbound logistics and strategic spare part warehouse operations

Business Administration

SGTT Customer Service

Localization of Service capabilities plays a key role right from day one



	Personnel	Tools	Spare Parts	Power Diagnostic Center	Spare Part Repair	B&V Refurbishment	New Technologies
Business Model	✓	✓	✓	✓	✓	✓	<ul style="list-style-type: none"> • B&V REF for advanced frames (next localization step) • Additive Manufacturing (3D) • Digital Service Products • Remote Outage Service
Investment	✓	✓	✓	✓	✓	✓	
Realization	2012	2014	2016	2016	2017	2018 (first step)	

Investment in Mil. Euro

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Construction of *Russian Repair Center* from the scratch only within one year

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Sept 2017



Oct 2017



Nov 2017



March 2018



May 2018



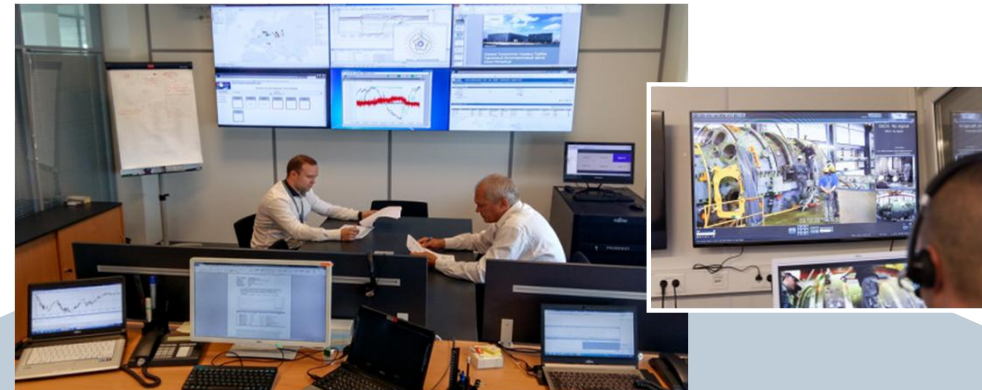
Start
of
Operation

SGTT Customer Service

Our PDC provides fast and reliable support to our customers

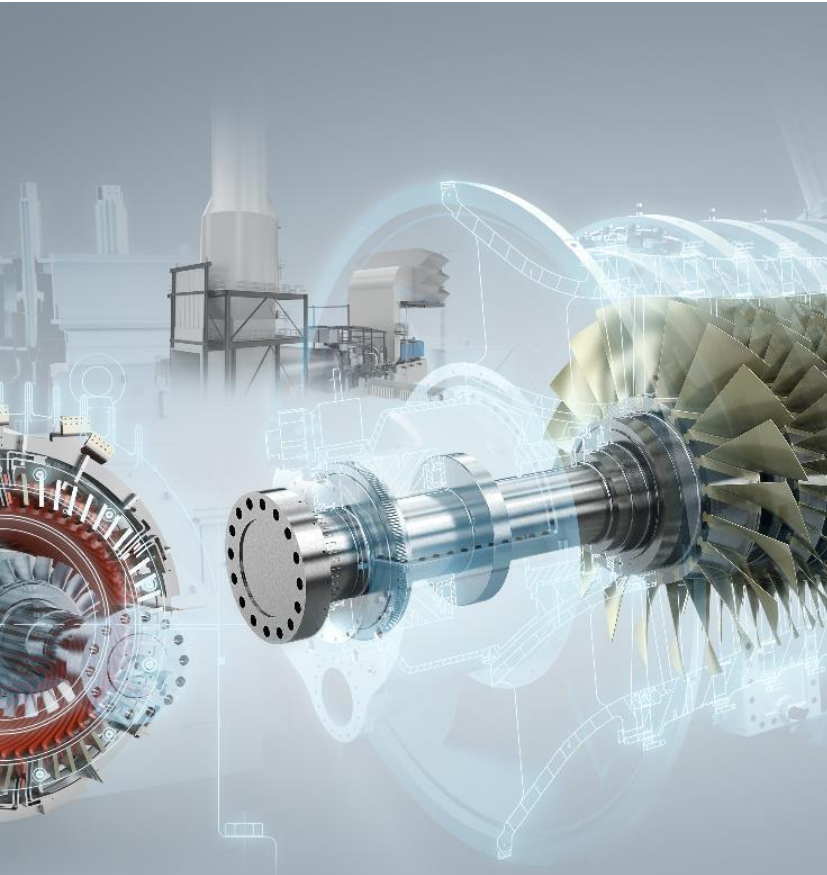
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- SGTT's Power Diagnostics Center provides prompt technical support for customer in close cooperation with local service engineering experts
- Our goal is to help our customers identify, assess and diagnose abnormal operating conditions and determine follow-up actions
- Russian language communication 24/7 approach to fulfill customers demands
- Using of modern software tools which provide highly reliable automatic monitoring of the operating characteristics of the GT
- Full compliance with internal and external (regulations of the Russian Federation) rules for transmission and data storage of operational information
- Implementation of new digitalization methods for supporting of customer needs (e.g. Remote Outage Service)



Welcome to SGTG Customer Service

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