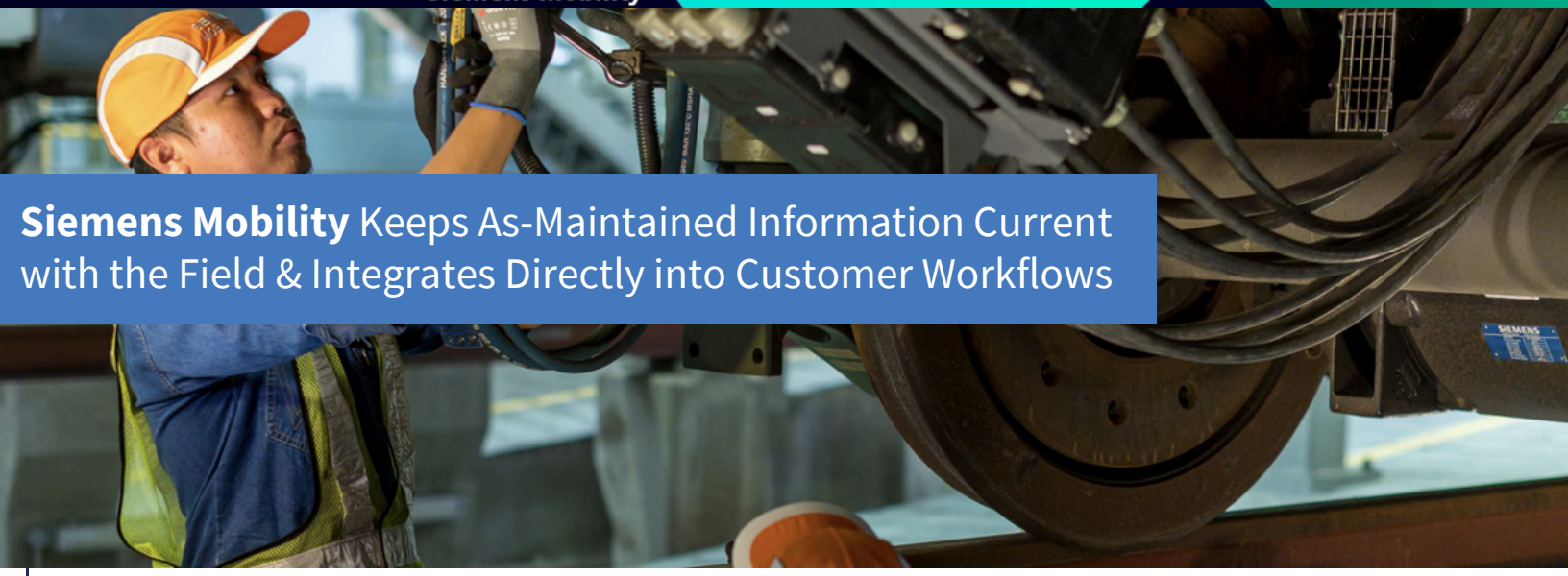
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Case Study



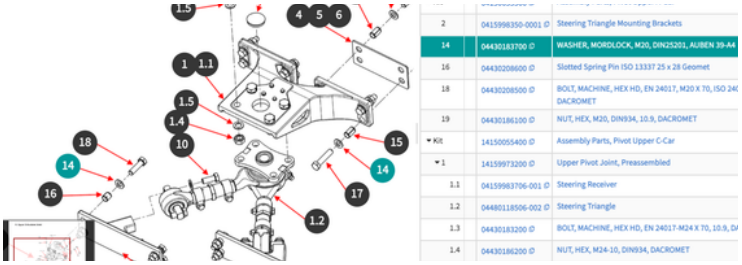
Siemens Mobility Keeps As-Maintained Information Current with the Field & Integrates Directly into Customer Workflows

The Customer's Business

Siemens Mobility supports rail operators across North America with rolling stock, rail infrastructure, maintenance and service solutions. With approximately 5,000 employees across 30 U.S. facilities, **Siemens supports equipment with exceptionally long service lives and technical information that must continue evolving long after a train first enters service.** Carlos Kaufman (Manager of Technical Training & Documentation) supports editing, publishing and technical documentation for Siemens Mobility Customer Service, including over 50% of their heavy- and light-rail customers who are currently using Documoto.

Supporting equipment over such a long lifecycle creates a unique information challenge. Components become obsolete or are replaced, vendors and part numbers change, systems are modified or upgraded, and new drawings and procedures are introduced. Individual fleets can also have their own configurations and maintenance histories. As a result, the information technicians need must reflect not only what was originally built, but what is actually being maintained today.

For Siemens Mobility Customer Service, that means maintaining an accurate, current source of parts and service information as equipment changes in the field and making it easy for customer teams to find and use. Increasingly, rail operators also expect that information to connect with their EAM and ERP systems and the maintenance, work-order and procurement workflows they use every day.



The Need for a Solution

For Siemens Mobility, keeping parts information aligned with what technicians are actually maintaining in the field is an ongoing responsibility rather than a one-time publishing exercise.

The consequences of outdated information are visible in the PDF and printed manuals themselves that rail operators have on-hand. Across rail organizations, **technicians routinely correct what they find in the field by adding comments to PDFs, crossing out incorrect information, highlighting changes or writing notes into printed manuals**. Those corrections may help the individual technician and their team complete jobs, but that information does not necessarily make it back to the supplier source data, so corrections are localized and disconnected.

Carlos described the scale Siemens can encounter when technical information reaches Customer Service after years in the field: "Hundreds and hundreds of maintenance technicians have used this, and they're all saying, 'Hey, all this information is wrong.'"



SIEMENS
Case Study

> "It makes the customer material almost like a living document... because their updates are done in real time and available almost immediately."

Keeping an as-maintained catalog also requires a continuous flow of information back from maintenance and engineering. As upgrade and maintenance contract work is performed, Siemens engineers may completely refurbish or replace a major component, identify replacement vendors, new part numbers, revised descriptions or updated drawings that all need to become part of the technical record. That means **Siemens Customer Service is not managing an occasional publication revision - it is continuously incorporating lifecycle activity information into details that customers can use the next time work is performed on that equipment.**

Finding and validating parts and service information also consumes technician time. Carlos described workflows where a technician first has to locate the correct manual, determine whether it is current, identify the part, move into another system to check additional information, and in some cases handwrite what they need to take to the parts cage.

Further, for some of Siemens' largest customers, online parts and service information access alone is no longer enough. Technicians work from maintenance and work-order systems throughout the day, while procurement and inventory information may live somewhere else. **Rail operators increasingly want parts identification connected directly with those ERP and EAM environments so identifying the correct part, checking availability and stock, and moving that information into procurement no longer requires a series of disconnected steps.** As one customer workflow prompted others to ask: "Why do we still have to print out our work orders and take it to the parts cage and contact procurement, where all of that should be automatically done online?"

How Documoto Helps

Create

50%
Increase in Publishing Output

Siemens uses Documoto to create and maintain as-maintained parts catalogs that reflect the equipment its customers are operating, maintaining and servicing today. As updates to the equipment is made or parts and service information becomes obsolete, Siemens can incorporate those changes into the maintained technical record. **Rather than treating a parts catalog as a static representation of the train when it was delivered, Siemens uses Documoto's expanding publishing capabilities to keep parts information aligned with changes made throughout its service life - publishing updates twice as fast as prior methods.**

Connect

40-50
Near Real-Time Updates from the Field Weekly

Maintenance technicians are often the first to discover when published information no longer matches the equipment in front of them. Instead of leaving those corrections in PDF comments, strikethroughs, printed manuals or local knowledge, Siemens uses Documoto's 'Report an Issue' feature to create a direct feedback loop between the field and technical publications. Carlos receives **approximately 40 to 50 reported content issues each week, and many corrections can be reviewed and made available within two to three hours** - turning what technicians learn in the field into current information for the broader customer base.

Deploy

30%
Productivity Gain for Technicians

Siemens delivers current parts and service information digitally to maintenance technicians, procurement teams, safety personnel and Siemens employees through Documoto, eliminating many of the delays associated with finding and validating information in traditional manuals. Carlos estimates that **customers moving from paper-based manuals to Documoto achieve approximately a 30% productivity improvement.**



> "Before, we could have hundreds of maintenance technicians finding errors and making corrections in their own copies of the documentation. **With Documoto, they can report those issues back to us, we make the correction once, and everyone has access to the most current version.**"

The Results

Documoto has given Siemens Mobility a practical way to maintain parts information alongside the equipment itself. When maintenance and engineering teams identify a vendor change, replacement part number, revised description or updated drawing, that information is sent back to Carlos to incorporate into the catalog. Carlos described making those changes before the associated parts are even ordered, so **"the next time they go through and do that same maintenance task, updates from their feedback are now in there."** And this responsiveness is a competitive differentiator, in addition to a significant value add for their customers.

Documoto's Admin tools also make that continuous publishing model manageable for what is largely a one-person technical publications function. Carlos can update the structured parts information, drawings and publications Siemens customers rely on without rebuilding and redistributing traditional manuals every time something changes. **The result is what Carlos describes as almost a "living document" - information that can change with the equipment and become available to customers almost immediately.**

And the publishing process continues to get easier. Siemens frequently receives source material as PDFs from its technical writing partners, and **Carlos specifically called Documoto's AI PDF extraction tool, DocuLift, a "lifesaver" for bringing that legacy content into Documoto.** More broadly, he credits the platform's continued improvements with increasing his output by approximately 50%.

Siemens Mobility has noticeably enhanced efficiency in technical documentation for its heavy- and light-rail customers through Documoto. The platform enables a direct feedback loop, allowing technicians to report issues directly, resulting in quick corrections that are available within hours. This responsiveness has raised customer expectations for same-day accurate answers, integrating Documoto into Siemens' maintenance services. **Siemens is also able to integrate Documoto directly with customer ERP and EAM workflows, leading to increased ordering quantities and interest from other customers.** Overall, Documoto has facilitated efficient, continuously updated technical information for internal and external users that support their customers equipment throughout the fleet's maintenance lifecycle.



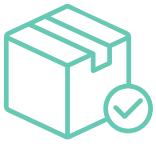
30%
Productivity Gain for Technicians
Compared to paper / manual workflows



2-3 Hours
Update Turnaround
Window in which most content errors can be corrected



50%
Increase in Publishing Output
Allowing for a one-person documentation function



2x
Ordering Volume
For Customer-Integrated Parts Lookup



40-50
Near Real-Time Updates Weekly
Driven by Manual User Feedback from Field

Learn how Documoto can help you Create, Connect and Deploy parts and service information your way.
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