



Platform for digital self-service and collaboration



With the new customer portal you are just one click away from a self-service & collaboration universe that gives you full transparency of project progress and assets performance. We are covering your assets through the entire life cycle, ensuring a direct line to a professional and trusted partnership.



Vision

To become the leading customer portal in the renewable energy industry offering best-in-class customer experience.



Mission

To make the lives of our customers as easy as possible by providing them with one digital single point of access to Siemens Gamesa supporting their business model.



Value

Transparency. Collaboration.
Responsiveness.

Transparency – Collaboration – Responsiveness



Real Time Overview

With the new customer portal you will get a real time overview of the performance and status of your assets and whether there is any open cases you should react to.



Customized Dashboard

No matter your daily role, on the customer portal you can design your own dashboard to the level of details relevant to your job function.



Cover Entire Product Lifecycle

We will be there all the way showing the entire project lifecycle. From you show an interest in our products until your contract with us is expired, we will provide a transparent overview of your assets performance, allow you to access detailed statistics, live dashboards and required documentation from start to finish, and provide close collaboration online.

Transparency – **Collaboration** – Responsiveness



Collaboration Room

When you initiate contact with SGRE a collaboration room will be made available. This room will be open throughout your whole journey on our portal and may be used during negotiations, throughout installation and during service operations. Collaboration rooms make it possible to communicate and share files efficiently.



Feedback

There is always room for improvement and we want to make sure we improve in the right direction. How will we know this? You will tell us! Wherever you are on the customer portal you have the option to provide feedback with screenshots and comments. Remember also to tell us what we do well!



Integrated Training

Training will be an integrated part of the customer portal. When you log in the first time you will be guided through the basics. Navigating around the portal will provide you with details by each click, allowing you to get more and more insights of content available.

Transparency – Collaboration – **Responsiveness**



User Management

For maximum flexibility you will be able to manage access of your own users on the portal. We will grant your local administrator access to the user management section, ensure training and support, and hereby allow you to control access to your data. This makes it easy for you to give access to your employees and increase the security of the right people having the right access to your data.



Support

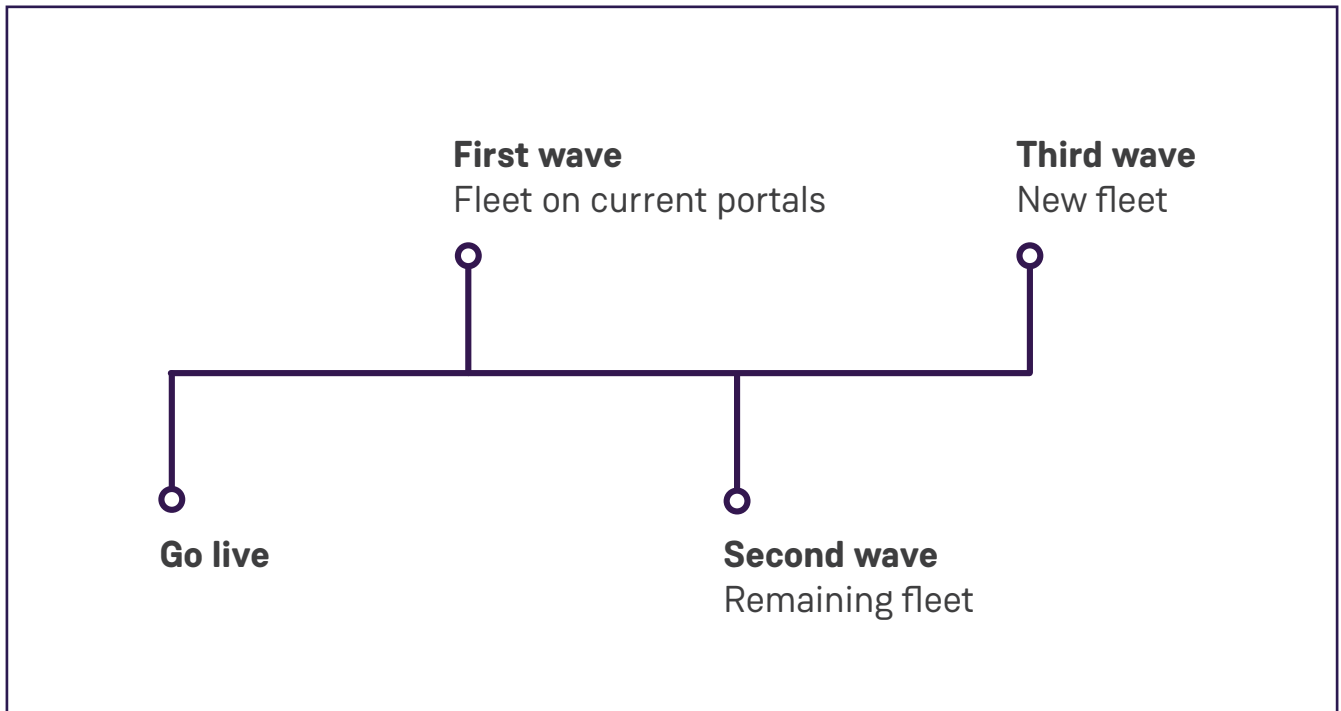
With the new customer portal support will be just one click away. Visit our support section to view frequently asked questions, quick guides and video tutorials, or raise a case if you have an operational issue. You will also be able to make improvement suggestions to help SGRE develop the portal to meet your requirements.



Notification Center

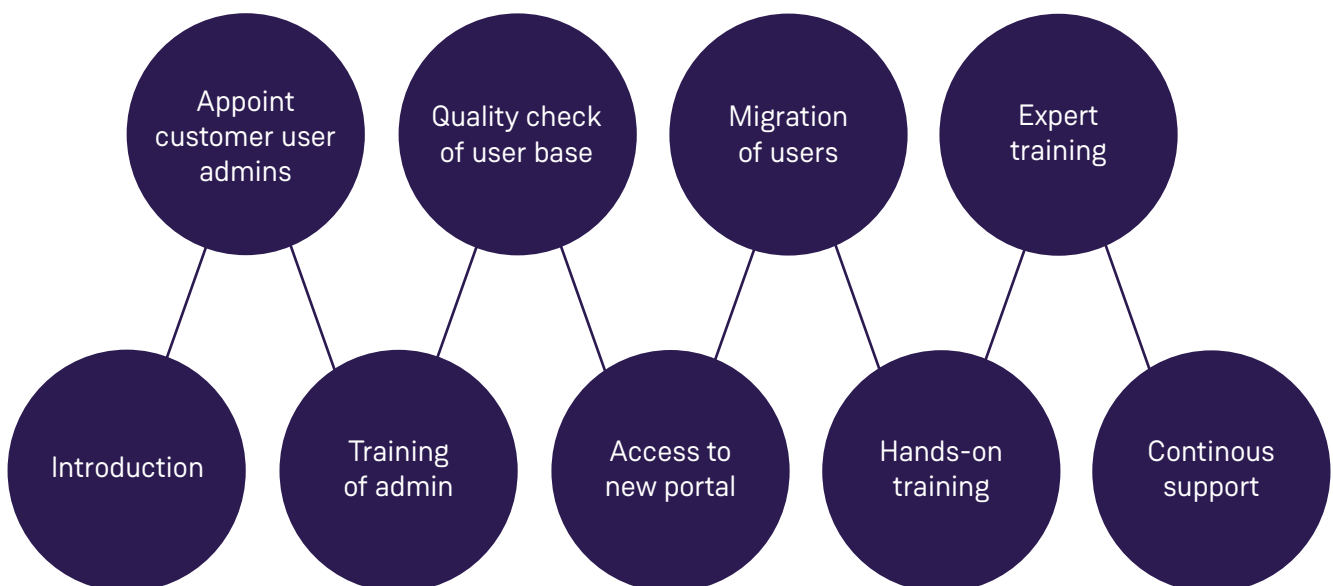
With the new notification center you will be able to customize your own notifications. This means that it's completely up to you, how often you want to be notified and with what information. We will then let you know when to visit the portal based on your preferences and you can easily navigate to the relevant updates via the notification center.

How we are rolling out



Migration of Customers

What to expect...



www.siemensgamesa.com



SIEMENS Gamesa
RENEWABLE ENERGY