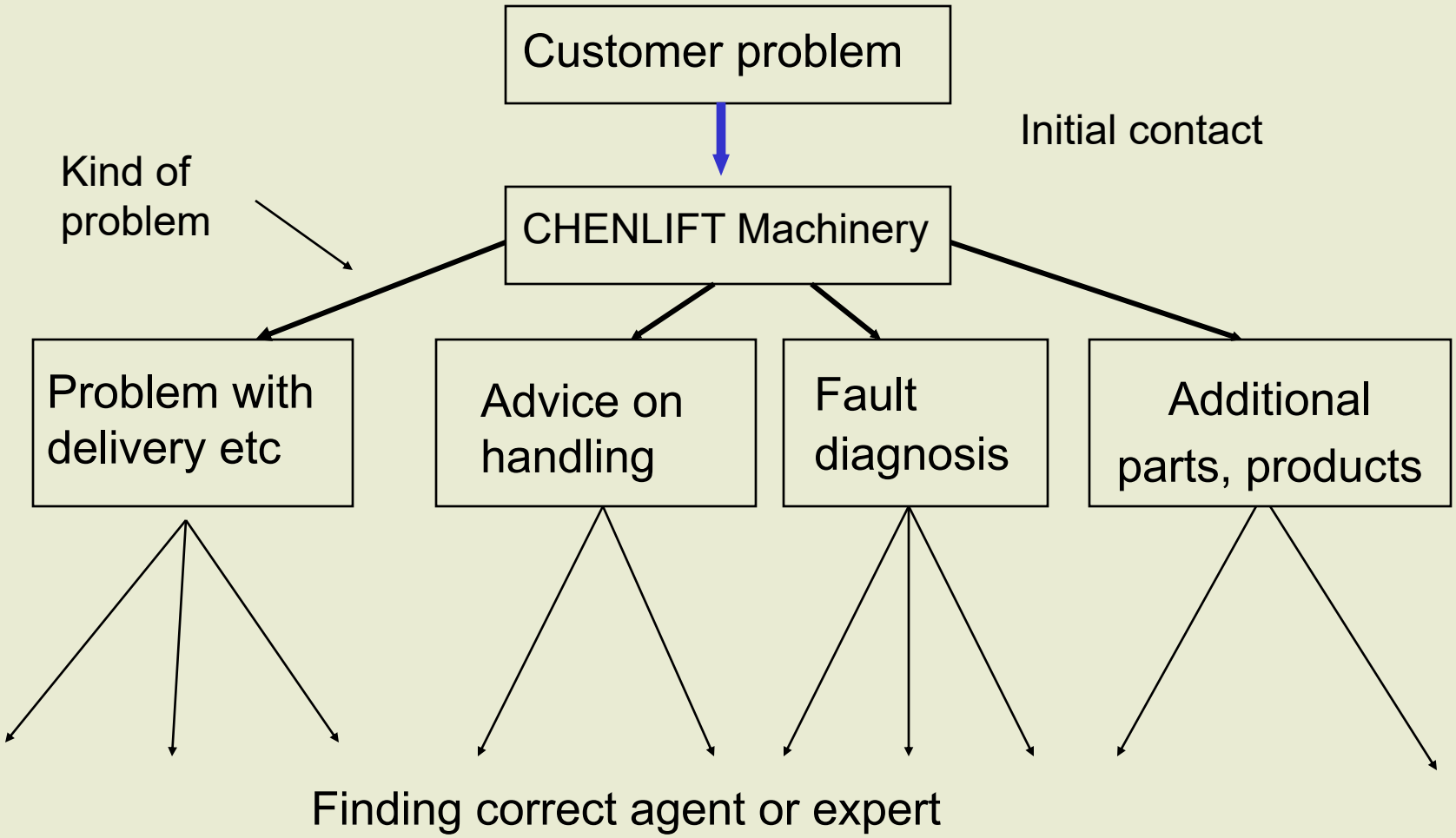
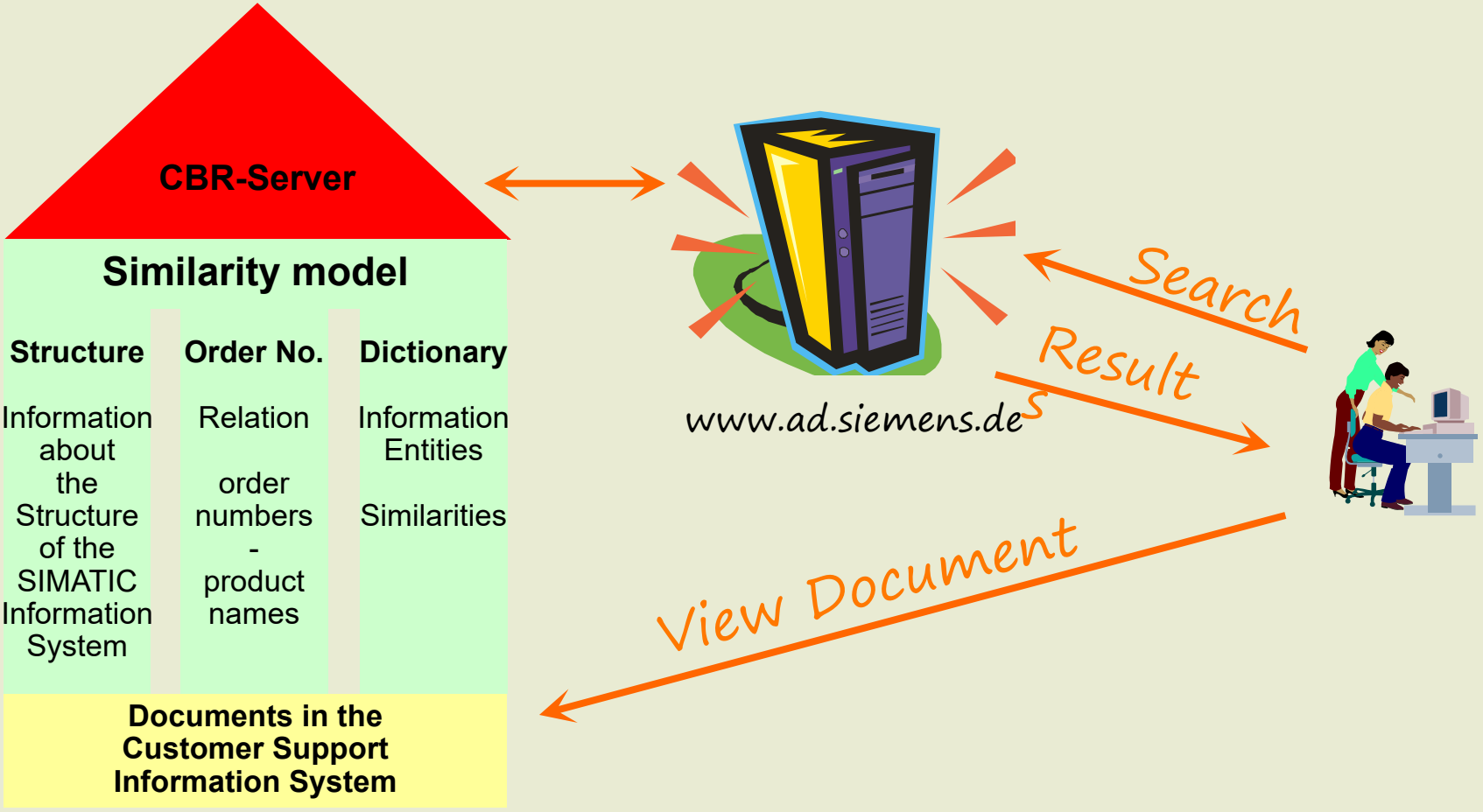
After-Sales Support

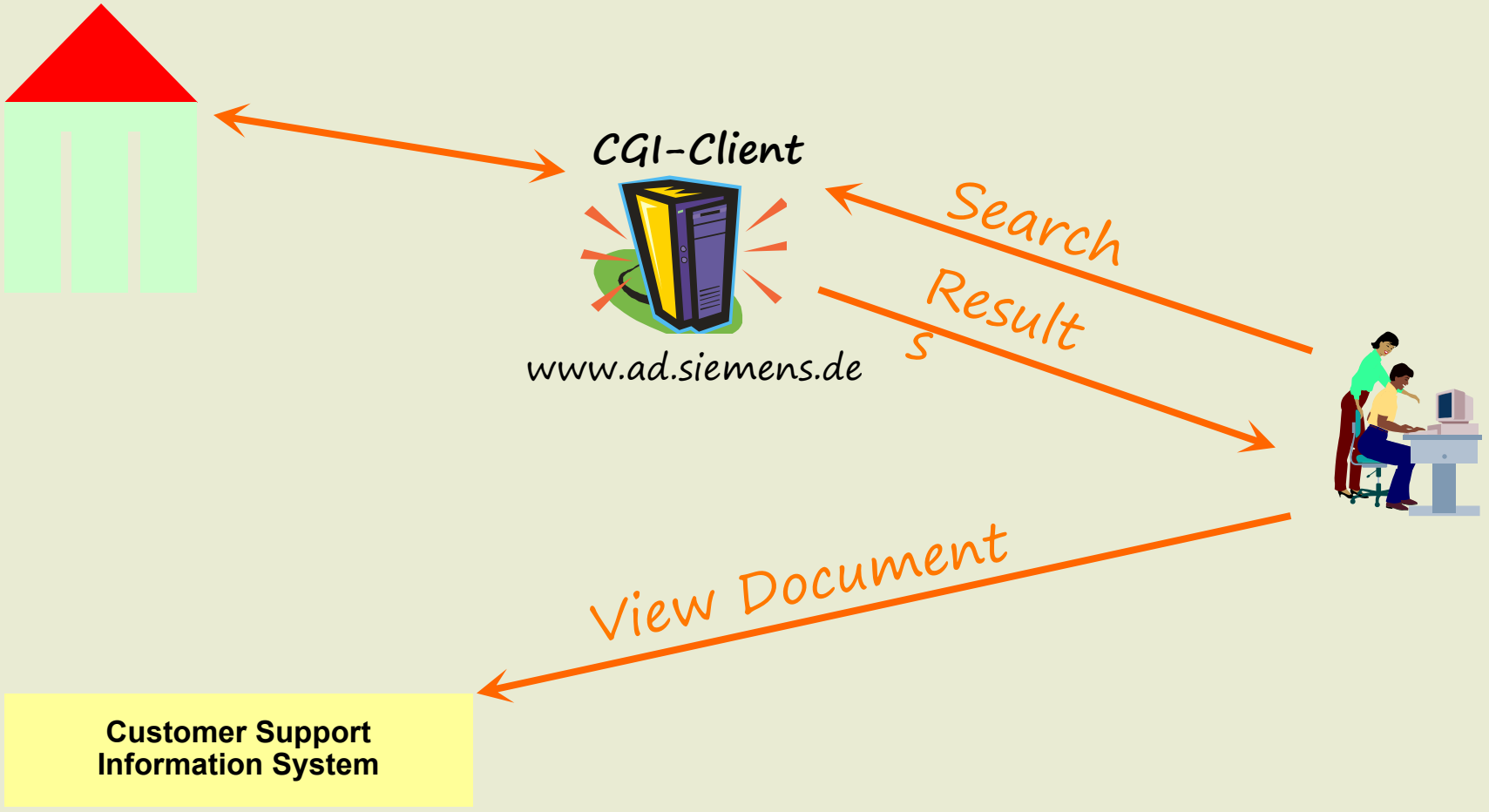
General Aspects of CRM



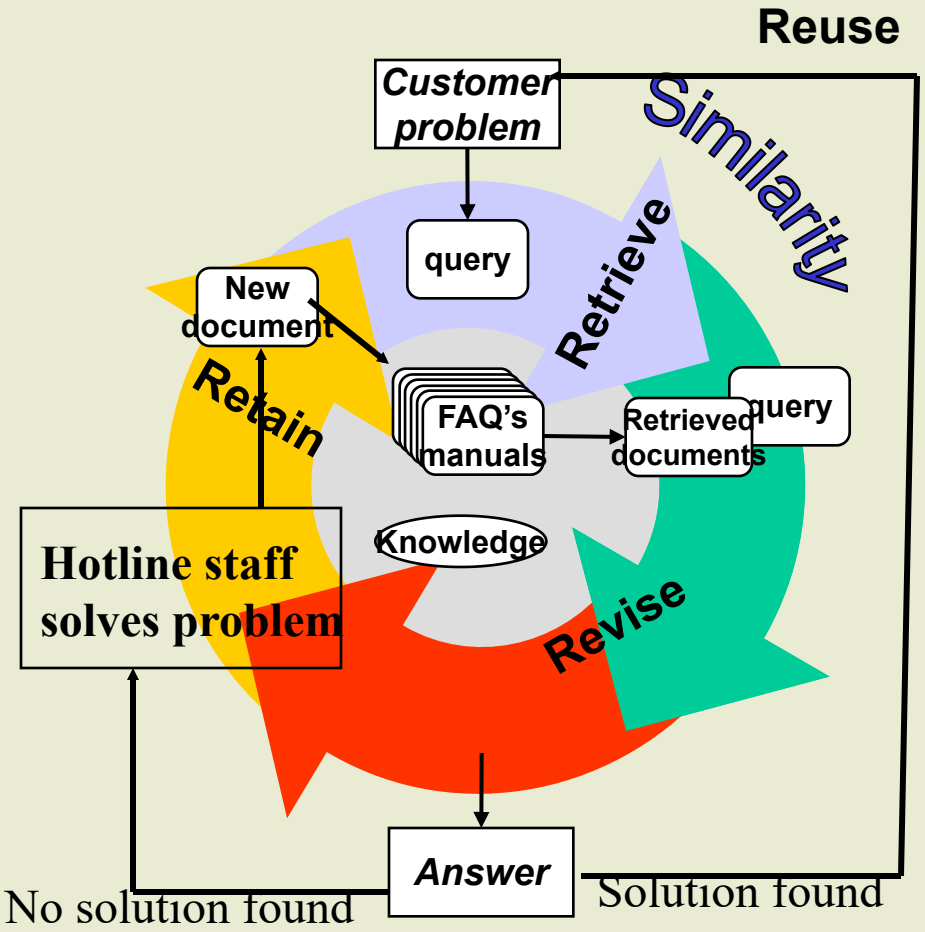
SIMATIC Knowledge



SIMATIC Knowledge



The R4-Cycle for the SIMATIC KM



Retrieve:

Determine most useful documents(s).

Reuse:

Apply knowledge from document

Revise:

Evaluate the information from document.

Retain

Add document..