

ABOUT SIEMENS

Technology to **transform the
everyday, for everyone**



SIEMENS

GBS empowers our businesses to become more competitive, resilient, and sustainable

FY 2025

318,000

Employees^{1,2}

€78.9 bn

Revenue

€88.4 bn

Orders

€10.4 bn

Net income³

15.4%

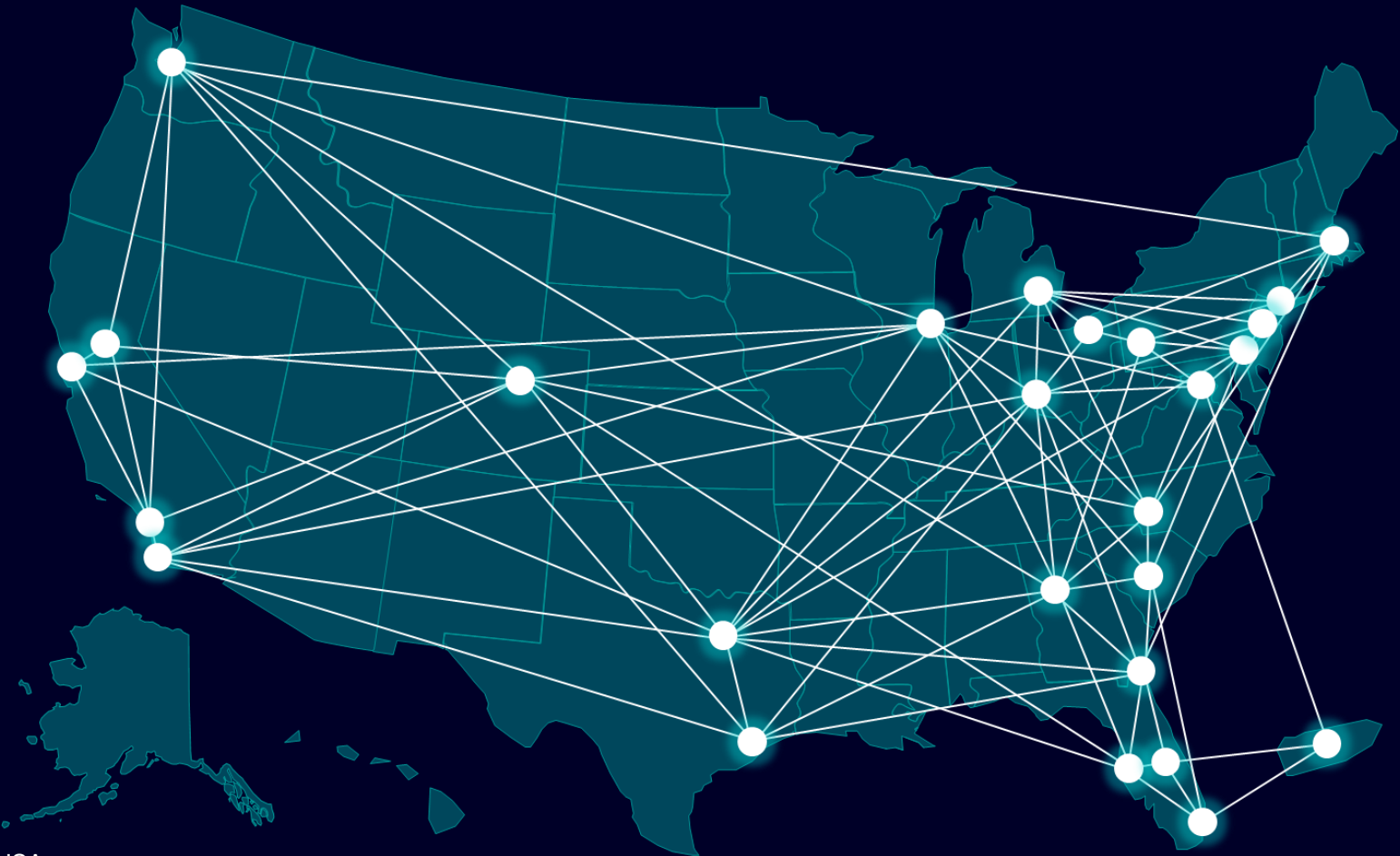
Profit margin
Industrial Business

€10.8 bn

Free Cash Flow³

1 As of September 30, 2025 | 2 Continuing operations | 3 Continuing and discontinued operations

Siemens U.S., a network across all 50 states



¹ International Business, FY 2025, includes Siemens Healthineers USA
² As of 30-Sep-2024, includes Siemens Healthineers USA
³ Includes Siemens Healthineers USA supplier base

Businesses and Services of Siemens AG

Industrial Business

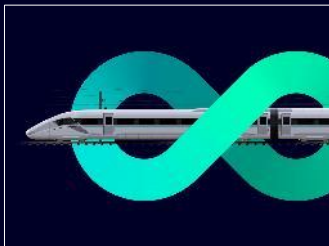
Digital Industries



Smart Infrastructure



Mobility



Siemens Healthineers¹



Siemens Advanta



Services

Siemens Financial Services



Siemens Real Estate



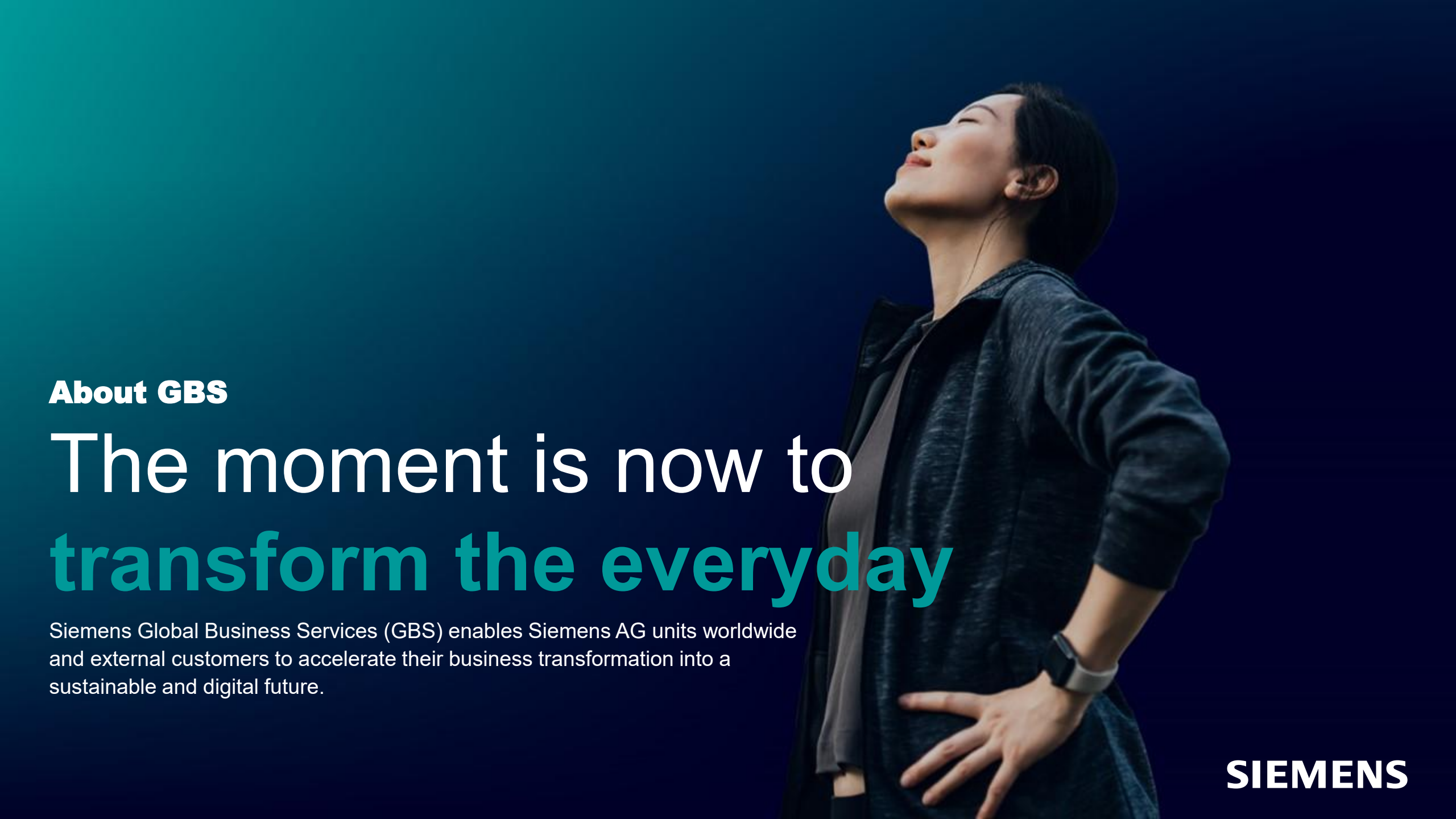
Global Business Services



Foundational Technologies



¹ Publicly listed subsidiary of Siemens; Siemens' share in Siemens Healthineers is 67%



About GBS

The moment is now to **transform the everyday**

Siemens Global Business Services (GBS) enables Siemens AG units worldwide and external customers to accelerate their business transformation into a sustainable and digital future.

SIEMENS

At Siemens Global Business Services, we transform the everyday by enabling our customers through our services and solutions.

Our passion for value creation and innovative services enables our customers to accelerate their business transformation.

We believe in the power of co-creating value for our customers to make a difference. We do this ...

By **operating and enhancing services** essential to keep businesses running. We ensure key operations are delivered seamlessly, so that organizations can focus on what matters.

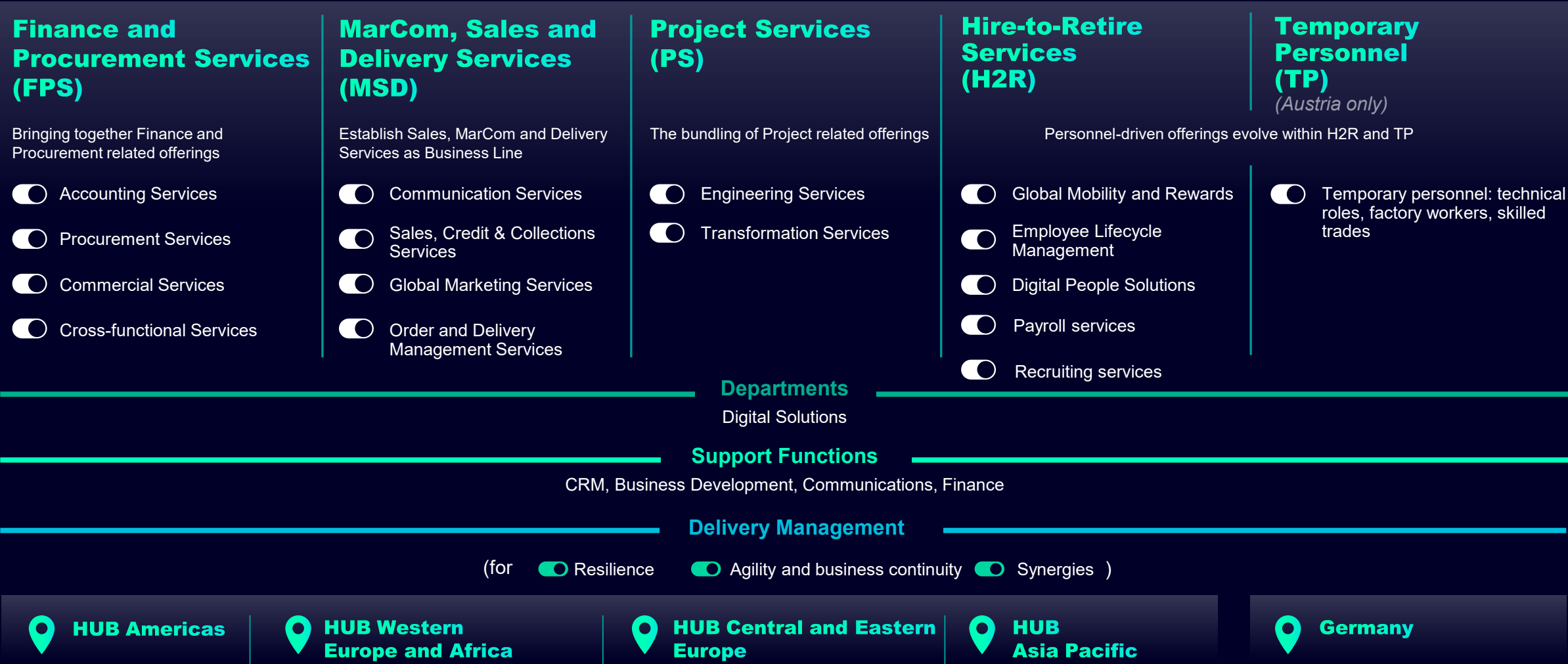
Through **game-changing expertise** that digitalizes and automates tasks, creates efficiencies, and helps businesses scale

Through **our global Hub model**, we improve customer experience and value by harmonized processes along the value chain in a transparent, efficient, and scalable way.

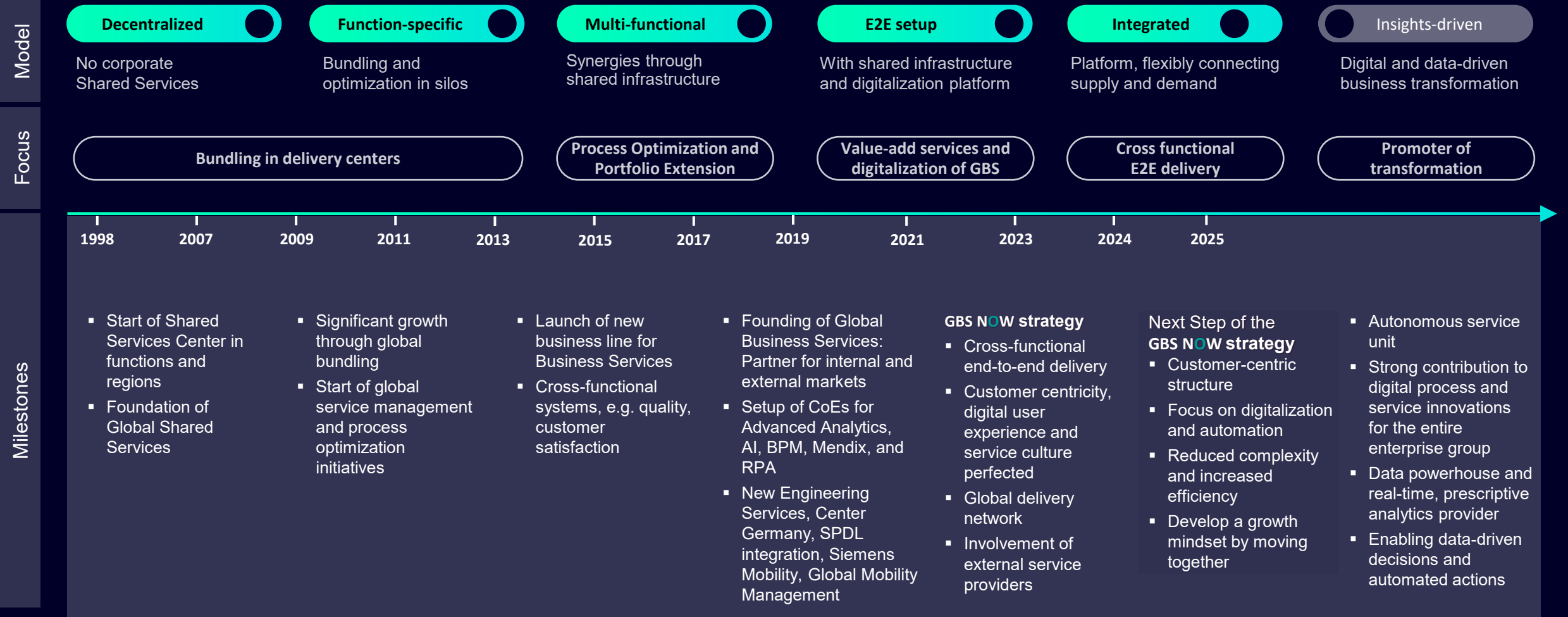
By bringing in more than **20 years' experience** in delivering effective business services backed by the strength and innovation of the Siemens ecosystem.

By being fully **customer-centric**, providing a skilled and agile workforce that takes on key roles, and doing it as part of our customers' businesses, integrated and seamlessly.

Our solutions are organized into five areas, offering customers a broad portfolio of innovative and digital end-to-end services.



20 years of experience in business services: Siemens GBS has developed successfully along the Shared Service path



Award-winning services



2026

World's Best GBS Award
SSON Analytics

Top Employer for Tech Talent
Everest

2025

Top 20 Most Admired SSOs & GBS'
SSON Analytics

HR Transformation Award
SSON

Top Employer for Tech Talent
Everest

Diamond Awards in different categories
ABSL Czech Republic

2024

Top 20 Most Admired SSOs & GBS'
SSON Analytics

Innovation Adoption category- SETU
UBS Forums

2023

Top 20 Most Admired SSOs & GBS'
SSON Analytics

Creative Talent Impact Award
SSON

GenAI Impact Award
SSON

2022

Top 20 Most Admired SSOs & GBS',
SSON Analytics

Siemens GBS leading digital transformer
Ernst & Young

Pinnacle Enterprise "Intelligent Automation"
Everest

ABSL Award: outstanding contribution over 20 years
ABSL Czech Republic

2021

Top 20 Most Admired SSOs & GBS'
SSON Analytics

2020

Pinnacle Enterprise "Intelligent Automation"
Everest

We offer solutions for the challenges of our customers



PROCUREMENT TO FINANCIAL INSIGHTS

Finance and Procurement Services (FPS)

- 22 millions invoices processed p.a.
- >75% average automation rate with the tool Smart Close used in more than 400 entities
- >32,500 of tactical sourcing negotiations performed p.a.
- 1.5 million Purchase Orders processed p.a., (direct and indirect materials)
- 80% reduction of working time with Contract Management and Controlling Application
- 1.1 million master data entries handled p.a.
- >41.000 indirect tax returns processed p.a.



CUSTOMER EXPERIENCE DELIVERED

MarCom, Sales and Delivery Services (MSD)

- ~25,000 customers provided feedback for Siemens Net Promoter Score p.a.
- ~350 virtual, real and hybrid Live Communication Experiences realized p.a.
- Track & Trace for ~ 9.8 million transport orders
- >1,000,000 customer requests processed p.a.
- ~€29bn cash collection managed p.a.



SUCCESSFUL PROJECT IMPLEMENTATION

Project Services (PS)

- Expertise-driven Engineering and Transformation Services
- Delivering premium engineering and project management services at competitive prices to create value for our customers
- ~1,600 engineers and project managers worldwide
- 9,000+ projects in execution p.a.
- 15 locations around the globe



ENHANCING EMPLOYEE EXPERIENCE

Hire-to-Retire Services (H2R)

- ~400,000 employees served in ~80 countries along employee lifecycle
- ~€30bn p.a. in payroll processed
- 15 equity programs, ~20 millions shares p.a.
- ~2.8 millions of travel expense claims p.a.
- 80+ IT services and solutions
- ~1.5 millions cases p.a. received via digital People Center



HIGHLY PROFESSIONAL PERSONNEL SERVICES

Temporary Personnel (SPDL)

- ~1.3 million hits on our job exchanges p.a.
- 40,000 incoming applications
- 800 - 900 placements

HOW TO COMPETE IN THE

Race for digitalization



- **Overcome obstacles** such as missing data, heterogeneous processes, lack of strategy, resistance from people, investment costs
- **Collaborate with tech companies:** we share the risks and their standards might become benchmarks in Shared Services
- Digitalization has many facets: **choose a holistic approach** that considers various aspects (20% technology, 80% processes)

A holistic approach to artificial intelligence

- From isolated AI solutions towards a **holistic AI strategy**

- Drive productivity** in GBS by implementing (fast) tracks

- Systematic **baselining, benchmarking** and **agile implementation**





You maximize your impact while others still look for opportunities

The portfolio of Siemens Global Business Services comprises services driven by expertise and the latest technology – with a strong focus on innovation and digitalization in areas like business administration, human resources, supply chain management, sales, marketing, and engineering.

SIEMENS

GBS: A scalable enterprise solution platform

Standardize processes

- Common workflows across departments
- Harmonized policies and governance
- Consistent service experience
- Reduced process variation

Reduce complexity

- Eliminate duplicate activities
- Simplify approvals and handoffs
- Reduce system fragmentation
- Clarify ownership and accountability

Increase transparency

- Real-time operational visibility
- KPI-driven performance management
- Standardized reporting
- Improved auditability and compliance

Accelerate service delivery

- Faster turnaround times
- Improved SLA performance
- Reduced backlog and wait times
- Increased first-time-right quality

Enables digital transformation

- Automation-ready processes
- Integrated digital workflows
- Scalable technology platforms
- Foundation for AI and advanced analytics

Consolidates capabilities

- Regional delivery hub model
- Concentrated expertise and talent
- Reduced duplication of support functions
- Scalable service operations

Execution philosophy:

E R S / Excellence / Resilience / Speed

25

Ex

Excellence
100.00

- **Excellence** = “How we deliver”
→ quality, productivity, reliability
consistent and measurable service execution

26

Re

Resilience
100.00

- **Resilience** = “Why we are trusted”
→ continuity, compliance, adaptability
reliable operations under pressure and change

27

Sp

Speed
100.00

- **Speed** = “How we accelerate”
→ agility, innovation, time-to-value
faster decisions and accelerated service delivery



Thank you



Contact

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Get in
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Siemens Global Business Services

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Siemens GBS provides business services for Siemens AG, Siemens Energy AG, and Siemens Healthineers AG and serves its clients globally out of four major Hubs and one service unit. Siemens GBS headquarters are based in Munich, Germany.

For more information, visit www.siemens.com/gbs



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