



Siemens Energy Global Service Operations Centre, Lincoln

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energy

CASE STUDY

In 2018, Siemens AG opened a Global Service Operations Centre (GSOC) at Teal Park to help support the SGT and AGT product lines, shipping parts, engines and tooling to over 90 countries worldwide. Spanning 7,000 square kilometres, the warehouse is situated at Teal Park, where the gas turbines are assembled.

The facility includes innovative solutions such as vertically stored gas turbines, weighing up to six tonnes per turbine. Further features of the GSOC include its use of innovative systems for control of parts management, such as SAP warehouse management, 10 KARDEX shuttle systems for fast-moving parts, and LEO locative robots for moving parts within the facility.

Customer orders are processed using digital solutions, such as barcode scanners and a digital packing/despatch application that photographs all shipments on a tablet. The facility also strives for sustainable packaging, using recyclable materials and eliminating plastic at every opportunity.

The GSOC employs 120 people in functions including logistics, purchasing, warehousing, tooling and shipping. It also marked the latest £13 million chunk of what has grown to be a £48 million investment into Teal Park.

Efforts have been made to ensure it is as sustainable as possible. For example, employees are offered a range of travel options to reduce the number of individual journeys to the site, including subsidised public transport, cycle schemes, a website to identify car shares, lockers, showers, the use of company-supplied D locks and free bike tags to encourage cycling, and electric car charging points, as well as electric cycles for inter-site travel.