

# Siemens Teamcenter Within Microsoft Teams

## AI-driven global collaboration

At Realize Live 2023, strategic partners Siemens Digital Industries Software (Siemens) and Microsoft announced a new collaboration solution which integrates Microsoft Teams, Azure Open AI, and Siemens Teamcenter. A major problem facing companies is their ability to report problems quickly and accurately to those responsible for solving the problem. For example, many product quality issues go unreported because the person finding an issue has no practical way to communicate it to those responsible for addressing the problem. The Teamcenter within Teams solution effectively addresses this issue.<sup>1</sup>

With the Siemens Teamcenter app on Microsoft Teams, a person can speak in their native language to their mobile device (e.g., phone, table, or laptop) and describe the problem. The application will automatically translate the problem description (e.g., from Thai to German) and then use artificial intelligence to investigate possible solutions and automatically create a problem report sent to those responsible for resolving the type of problem being reported. The resulting corrective solution is then sent back to the person who reported the problem to implement the corrective solution.

Major features of this Teamcenter within Teams solution include:

- Single Sign-On (SSO)—authenticating through Microsoft Teams
- Microsoft Teams as an enterprise portal to Teamcenter
- Azure Open AI to translate the recorded problems
- Azure Open AI automatically extracts key information to investigate possible solutions, creating a problem report in the appropriate user's native language.
- Teams Apps Services
- To ensure security, all data is stored in Teamcenter, not in the Microsoft Teams backend, and all transmissions are encrypted

The initial release of this solution is scheduled for general availability in the second half of 2023. At Realize Live 2023 Siemens and Microsoft described a solid roadmap delivering expanding Teamcenter—Teams capabilities (e.g., Team Chats from Teamcenter) and Teams integration with other Siemens Xcelerator solutions (e.g., real-time presence and messaging with NX).

## About CIMdata

CIMdata, an independent worldwide firm, provides strategic management consulting to maximize an enterprise's ability to design, deliver, and support innovative products and services by identifying and implementing appropriate digital initiatives. For forty years, CIMdata has provided industrial

---

<sup>1</sup> Research for this highlight was partially supported by Siemens Digital Industries Software.

organizations and providers of technologies and services with world-class knowledge, expertise, and best-practice methods on a broad set of product lifecycle management (PLM) solutions and the digital transformation they enable. CIMdata also offers research, subscription services, publications, and education through certificate programs and international conferences. To learn more, visit [www.CIMdata.com](http://www.CIMdata.com) or email [info@CIMdata.com](mailto:info@CIMdata.com).