CASE STUDY

Outotec

Improving mining maintenance performance and customer communications with LinkOne
The customer

For over 150 years, Outotec has been in the global mining and metals processing business providing leading technologies and services for the sustainable use of natural resources. As a world leader, their role is to build, maintain and run entire mining operations literally from the ground up. This also includes water management and energy recovery, as well as waste and side streams management.
The challenges

As technology and communication networks began advancing and digitizing across the globe, Outotec recognized the need for a more simple and expeditious process to communicate with their mining and metals customers, as well as to optimize operations and maintenance performance.

Outotec needed a solution to store and manage the extensive amount of spare parts information received from multiple manufacturers and vendors. As a company dedicated to building, maintaining and running the entire mining operation, it was imperative to have a centralized place to store the many updates that occur with complex equipment, especially with the average equipment lifecycle being 50 years.

Outotec’s spare part sales team experienced issues with placing and delivering incorrect part orders due to limited internal resources. In order to mitigate this issue, Outotec desired a centralized system that could assist staff in organizing and storing product and spare part information.

1. This required a digital platform capable of maintaining the most up-to-date information related to inventory, product changes and customer support, which are key factors in supporting an effective supply chain.

2. Outotec’s field service team also needed a central platform to coordinate maintenance and repair scheduling, which improves on-time delivery performance for these two areas.

3. Outotec’s new platform also had to be flexible for a multi-national operation, providing information in a variety of languages for potential partners and customers.

Outotec originally inherited the LinkOne solution when it acquired the Larox business. Recognizing the benefits for a flexible, digital solution to host complex parts information, Outotec expanded their LinkOne usage (via their Finnish partner Fenten) to simplify everyday processes for its customers, customer support teams and spare part sales teams.

“We expanded the LinkOne solution that could house all spare parts information related to complex machines in order to simplify everyday processes. In the future, LinkOne will also include technical documents and drawings for these complex machines.”

Mari Reponen
Senior Manager, Technical Information Services
Outotec
The solution

Coupled with Hitachi ABB Power Grids’ 30-years of industry experience and the Larox experience, Outotec knew that LinkOne was an effective and proven solution to help publish, view and find spare parts for their complex equipment and assemblies. Through the LinkOne solution, Outotec’s teams are consistently able to select the right part, first time, every time.

In addition to the detailed online graphical content, Outotec valued LinkOne’s ability to seamlessly integrate into their existing computer systems, automating their business process and providing savings potential in OPEX and CAPEX for maintenance operations.

“In this business of spare part delivery, it has to be easy for customers to identify parts and place orders. The LinkOne solution plays an imperative role in doing this, maximizing Outotec’s operation efficiency and decreasing operational costs,” said Hashmeet Virdi, Manager, Digital Application Services at Outotec.

With the LinkOne the solution, Outotec recognized substantial improvements in worker efficiency and maintenance business process, including the decrease of errors pertaining to correct spare part selection as well as safer, more efficient machine operation and maintenance.

“The drawings and photos within LinkOne play an integral role in helping Outotec’s support teams and field workers accurately identify and repair specific machine parts.”

Anssi Ketolainen
Quotation Support Manager, Outotec
The results

Today, Outotec has developed a massive LinkOne support portfolio, with more than 1,000 internal users, significantly more customer users and over 4,500 books published. The books primarily comprise complex machine spare parts information. Outotec prepares content for the complex machine’s spare parts before digitally linking the content to its corresponding images, a process known as “hotpointing”.

“Through the 18 years we’ve used LinkOne, Hitachi ABB Power Grids has continually innovated software updates and enhancements in direct response to the challenges our team and customers face,” said Outotec’s Digital Application Services Manager, Hashmeet Virdi.

Outotec provides the LinkOne solution and its accompanying books in eight different languages: English, Russian, Finnish, Spanish, Portuguese, French, Dutch and German. Users can easily access the various language options and select their preferred language, enabling description translations accordingly.

The LinkOne solution benefits customers, support team members and spare part sales team members alike. Outotec’s customers appreciate having an eCatalog that directly corresponds to their purchased solution, with visual and written directions on managing their new product. Outotec’s customer support team can view the customers’ parts catalogs via LinkOne, allowing them to meet their client’s needs promptly and accurately. Similarly, the Outotec spare part sales team uses LinkOne to quickly identify customers’ requested parts.

Decreased operational costs
LinkOne provides a quick way to identify spare parts, resulting in increased operation speed and efficiency for Outotec. Having real-time access to this information also directly minimizes the customer’s equipment downtime with directly-placed orders.

“My ability to access real-time information on products and place parts orders through LinkOne allows our customers to dramatically reduce equipment downtime and increase operation efficiency,” said Outotec’s Digital Application Services Manager, Hashmeet Virdi.

Reduced employee onboarding training and costs
With an intuitive user interface that allows users to easily recognize and address customer needs, Outotec can minimize the cost and effort associated with employee onboarding. What used to be weeks of off-site training has now been transformed into on-site learning, as employees can use LinkOne’s product graphics and diagrams to reference and study, gaining a broader understanding of the products’ functionality and role in maintenance.

Safer and more efficient machine operation and maintenance
LinkOne provides workers with visuals to easily access and recognize parts. By providing visuals, a worker can accurately identify and locate spare parts. This timely parts recognition process directly relates to improved machine operation and maintenance efficiency and worker productivity.

With the average equipment lifecycle being 50 years, it was crucial that the LinkOne solution can incorporate system updates in real-time to ensure customers have access to the most up-to-date information relating to their products, no matter how dated they are. LinkOne integrates up-to-date installation and service information for customers and service teams, resulting in a substantial decrease of equipment downtime.
“In this business of spare part delivery, it has to be easy for customers to identify parts and place orders. The LinkOne solution plays an imperative role in doing this, maximizing Outotec’s operation efficiency and decreasing operational costs.”

Hashmeet Virdi
Digital Application Services Manager, Outotec

Today, Outotec is looking into future software integration with applications and remote capabilities for their LinkOne implementation, providing customers with one central location for Outotec and all equipment information relating to their spare parts, manuals and product requests.
Why choose LinkOne?

LinkOne offers reliable graphical information for complex machines, ensuring safe and efficient machine operation and maintenance.

**IMPROVE EFFICIENCY AND MINIMIZE ERRORS**
LinkOne notifies dealers and operators with updated machine information including: parts catalogs, maintenance procedures, safety and service bulletins, instructional videos and more.

**IMPROVE WORKER TRAINING AND SAFETY**
LinkOne offers online links with graphical content for faster training and access to accurate machine information and critical safety content.

**EASILY INTEGRATED**
With LinkOne integrated to your EAM and ERP systems, you can automate business process for work orders and inventory.

**MULTI-LINGUAL**
LinkOne is available in 16 languages to meet the needs of international or multi-national operations.