

Enhancing Service Efficiency for Emergency Support

A Case Study



A case study demonstrating how ABB proposed a novel approach for emergency support: a Block-of-Hours Measurement Care Service Agreement tailored to a manufacturer's specific requirements.

Measurement made easy

Introduction

The manufacturer stands as a significant hub producing 2.5 billion pounds of acrylonitrile, melamine, sulfuric acid, and urea. Within this dynamic industrial landscape, maintaining operational excellence and equipment reliability is paramount. This case study delves into the challenges faced by the manufacturer, particularly concerning the maintenance of ABB Gas Chromatographs (GCs) and Continuous Gas Analyzers (CGAs), and how a tailored solution provided by ABB has not only addressed these challenges but also elevated operational efficiency and cost-effectiveness.

Customer Background

The manufacturer boasts a small installed base of ABB GCs and CGAs, a testament to their commitment to quality instrumentation. However, despite the presence of a robust service team, the manufacturer's operational setup did not necessitate the conventional Measurement Care PM Service Agreement. Nonetheless, occasional emergencies required swift intervention from ABB specialists, incurring significant travel and logistics (T&L) costs.

Challenge

The challenge lay in reconciling the sporadic need for emergency support with the cost-intensive nature of traditional service agreements. The manufacturer required a solution that provided access to expert support while mitigating the financial strain associated with frequent on-site visits.

The Solution

To address this challenge, ABB proposed a novel approach: a Block-of-Hours Measurement Care Service Agreement tailored to the manufacturer's specific requirements. This agreement provided a predetermined allocation of service hours, ensuring access to ABB's expertise whenever needed, without the burden of a comprehensive service contract. In January 2024, the manufacturer opted for a Hybrid renewal Block-of-Hours Service Agreement, augmenting it with the Visual Remote Support digital solution. This strategic upgrade facilitated real-time troubleshooting and support, significantly reducing downtime, and enhancing operational efficiency.

Benefits

The implementation of the hybrid Block-of-Hours Service Agreement coupled with Visual Remote Support yielded several tangible benefits:

1. **Cost Savings:** By transitioning to a block-hour model, the manufacturer effectively curtailed unnecessary expenditure associated with traditional service agreements. The inclusion of Visual Remote Support further minimized T&L costs, maximizing operational expenditure efficiency.
2. **Operational Continuity:** The hybrid service model ensured uninterrupted access to ABB's expertise, empowering the manufacturer's service technicians to swiftly resolve issues and maintain operational continuity. Real-time troubleshooting through Visual Remote Support expedited fault diagnosis and resolution, minimizing production downtime.
3. **Enhanced Service Quality:** Despite the departure from conventional service agreements, the manufacturer experienced an elevation in service quality. ABB's commitment to customer satisfaction remained unwavering, evidenced by prompt responses and effective resolution of technical challenges.
4. **Strategic Partnership:** The adoption of a tailored service solution fostered a deeper partnership between the manufacturer and ABB. By aligning service delivery with the manufacturer's operational needs, ABB demonstrated its commitment to understanding and addressing customer-specific challenges.

Conclusion

The case study of the manufacturer underscores the efficacy of a tailored service approach in addressing the unique challenges faced by industrial facilities.

By embracing a hybrid Block-of-Hours Measurement Care Service Agreement augmented with Visual Remote Support, the manufacturer not only mitigated operational disruptions but also optimized cost efficiency.

This strategic collaboration between the manufacturer and ABB exemplifies the transformative potential of innovative service solutions in enhancing operational resilience and driving sustainable growth in the industrial sector.

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