

Italian waste-to-energy plant operator engages ABB to clear the air



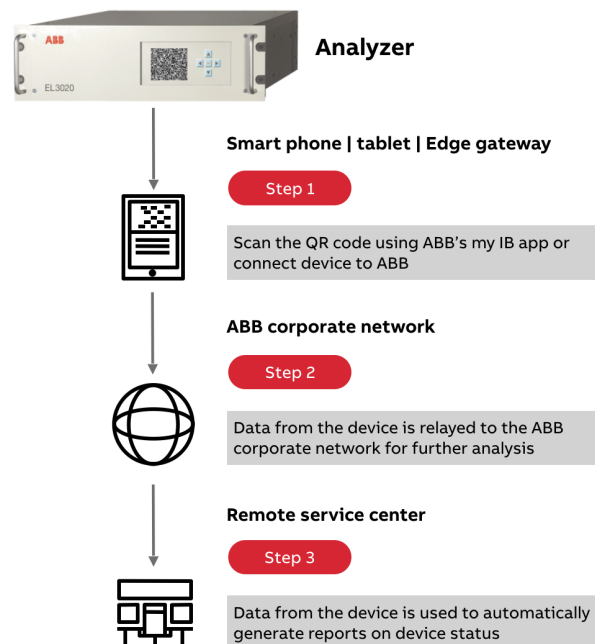
Too many contracts, too much management

Meeting emissions targets is a serious matter. Regulators can impose large fines up to and including plant shut down for producers that fail to meet targets. When a southern European waste-to-energy plant operator needed help meeting clean air regulations, they turned to ABB.

The operator was a long standing ABB customer, but had separate service agreements for each of its 13 facilities. Even though these agreements were effective in providing what they desired, such as 97 percent air emission monitoring uptime, managing all these contracts was complex and time-consuming. It was also difficult to track which ABB services were provided at each site. Therefore, the operator sought a way to optimize their contract management, remove as many inefficiencies as possible and find cost-savings opportunities related to on-site labor and corrective visits.

Additionally, the customer was tired of managing multiple service providers. They desired a single supplier that could take care of all equipment regardless of vendor and manage the reporting requirements needed to stay in compliance. The customer didn't want to continue managing technical,

time-consuming tasks, such as gas cylinders supply, spare stock management, and backup analyzer maintenance, as these tasks require a more advanced technical knowledge and ownership by a specialized crew member in each plant.



Beyond just conducting current operations more efficiently, this long-time ABB customer wanted to boost the outcome of a traditional preventive maintenance approach. By implementing a predictive maintenance process, equipment can be actively monitored and managed to prevent problems from arising. They also wanted to move to a planned upgrade cycle for assets with the aim of extending the product lifecycle and maximizing return on investment.

To address all of these needs, they asked ABB to construct a comprehensive service agreement that would cover all of their operations with the same set of services.

Solution

To keep the operator's sites running without issue, in August of 2018, ABB combined all their separate service agreements into a comprehensive ABB Measurement Care agreement. The Care agreement identifies three basic levels of service, and ensured services the customer routinely needed were included under one of these tiers.

Rapid Response:

- 24/7 telephone and remote assistance support
- 24/7 spare parts management availability
- 24/7 service engineer mobilization
- 24/7 ready-to-operate spectrometer exchange unit

Lifecycle Management:

- On-site preventive maintenance
- Spare parts supply and inventory management
- Supply and management of gas cylinders (including consignment stock at local ABB offices)
- Calibration of production and back-up gas analyzers

Performance Improvement:

- Remote equipment monitoring
- Predictive service recommendations

Results

The customer now has a comprehensive service agreement that eliminates redundant administrative costs, improves its overall maintenance approach, reduces emergency repairs, and increases the availability and accuracy of measurement data the customer uses to show compliance with environmental regulations. All this while increasing the efficiency of the existing workforce, and catching and solving equipment problems before they can slow or halt operations.

Benefits

The ABB Measurement Care agreement helps the operator avoid serious potential costs and risks, gives them peace of mind since equipment is kept in peak operating condition, and provides a streamlined process since one supplier is responsible for all equipment management and maintenance.

Advanced Digital Services such as ABB Ability™ Condition Monitoring for measurement devices allow ABB to optimize maintenance. Remote condition monitoring enables immediate troubleshooting, which reduces travel expenses and on-site hours for ABB engineers, with savings passed on to the customer. Detailed remote health checks increase the data quality of the analytical systems. These improvements enhance overall maintenance efficiency.

World leader in continuous gas analysis

