An ISO 9001:2008 company

PlantConnect® RAMS
Remote Asset Management Solution for OEM

www.plantconnect.net
Applicable to

MAINTENANCE CONTRACTORS
MACHINE RENTAL
OEMs:
PLASTICS, PACKAGING, HVAC, OTHER MACHINES
REMOTE INSTALLATIONS:
SOLAR, PUMPING STATIONS,
WATER/WASTEWATER NETWORKS

Using the term OEM for simplicity in this presentation
Key Challenges

- How to create a differentiator in market place
- How to make service support proactive
- How to deliver maximum asset uptime
- How to ensure proper usage of asset
- How to minimize support costs
Business Advantages

Machine Manufacturer Teams

- Track usage and up time of each machine and build analytics on top of such data to advise client on proper usage and maximization of machine time
- Build overall monitoring capability on client behavior and usage, support lead time, etc
- Build more robust marketing and sales pitch based on above

Machine Manufacturer field technicians

- Get information about machine health
- Get details about complaints lodged by clients
- Connect up with senior technician for remote assistance
- Track work and activities on daily basis
Business Advantages

Machine Manufacturer tech support teams

- Get alert about machine health on an ongoing basis
- Track incorrect usage which could lead to downtime and advise clients on proper usage techniques
- Get actual and online machine data and build capability for remote diagnosis
- Reduce number of trips of technician/engineer to customer for problem resolution by providing more detailed information
- Use time and expertise of a senior expert/technician by utilizing his time for multiple problems at same time due to remote access
- Provide technical guidance to on-site engineer there by reducing turnaround time
- Tracking of warranty terms for machine
### Business Advantages

#### Machine consumables sales teams

- Get information about machine usage by various clients as build inputs for consumable consumption by each
- Track orders for consumable based on above
- Approach client pro-actively with proposals and supplies to ensure that they never run out of stocks
- Ensure that the clients do not use local/third party consumables
- Track consumables consumption as inputs to central storage teams

#### Machine Manufacturer Management team

- Make, Model, Serial no, Year of manufacturing, Date of sale, date of installation, etc
- Location of machine including end client name and details
- Support agreements data like Warranty periods, AMC, etc
- Machine parts information and usage data that is “expected usage” and actual usage
- Machine usage patterns
KPIs of Support

Increasing

- Availability of assets
- Customer satisfaction
- Predictable Support revenue
- Proactive collaboration with customers
- Value addition

Decreasing

- Warranty costs
- Onsite visits
- Cost of Service and Support
- Manpower requirement
- Response time
- Dependency on customer and service partners
Give **VOICE** to your Asset and bring dramatic improvements in your After Sales Service & support
PlantConnect® - RAMS

Give VOICE to your Assets
PlantConnect RAMS - Remote Asset Management Solution

- Equipment sold and installed by OEMs on various customer sites
- PlantConnect DAM installed on each site. It collects data from equipment in real time
- The data from each site is sent to PlantConnect server installed by OEM through internet.
- PlantConnect server processes the data...tops it up with intelligence...and presents it to different types of users from OEM organization as well as end client
- Each user sees what is relevant to him/her
Modules

 Visualization – dashboards, trends, charts, real time data

 Alarm Management

 Historian

 Condition Based Processing

 Asset Maintenance

 Data Analysis and Reporting

 Configuration
Monitoring

PlantConnect RAMS helps Support team perform their tasks more effectively as illustrated in next few slides

- Device tree gives overview of entire installation
- Continuous OR Need based monitoring of real time data
- System and device dashboards
- Historical data
Machine maintenance / usage

Support team can ensure timely maintenance & proper usage of machine by customer

Condition based monitoring

CBM

- Define conditions for early warning of problem
- Define conditions to highlight improper asset usage
- Alerts by email / SMS to concerned users of customer and OEM with escalation mechanism
- Relevant troubleshooting documents mapped to condition and sent with email

Examples of conditions -

(Pressure1 < 68 AND Valve1 = OFF)
If this occurs 5 times in 30 minutes, then generate an alert

(Zone1 Temperature >= 133.6 OR Zone2 Temperature >= 176.6)
If this condition occurs and stays for 10 seconds, then generate an alert
In a nutshell…

After Sales Service & Support
- 24x7 monitoring platform
- Faster & better service
- Remote Support
- Reduced support costs

Collaboration with customers
- Remote Troubleshooting
- Condition based maintenance alerts
- Asset usage best practices
- Expert advice

Give VOICE to your Asset

Analytics
- Performance analysis
- Breakdown patterns & statistics
- Valuable data for product improvement

Sales
- Customer satisfaction
- Repeat business
- Spares requirements
RAMS Case Study

OEM manufacturing Paper Processing Machines
Remote monitoring of machines installed at customer sites

- DAM installed on machine controller
- More than 60 machines monitored round the clock
- System used by OEM and machine users

Objectives
- Improve customer service
- Reduce AMC / warranty costs
- Ensure increased machine life by Just In Time (JIT) maintenance
- Production data collection for R&D
What is unique about AIPL

**Industrial Automation Expertise**

Thought leader in convergence of Industrial Automation & Information Technology

**Product expertise**

Managing own products has given us opportunity to be markets / customer driven and developing and delivering products or solutions accordingly

**Edge and IIoT applications**

Expertise in Hardware agnostic platforms and aggregators, device communications and drivers

IoT and IIoT platforms for varied applications and domains
Customers

LINEOMATIC
Generating Revolutions Revolving Generations™

Newport
Experience | Solutions

IDEA DESIGN PRODUCT

WEENER
EMPIRE PLASTICS PVT LTD

Thermo Fisher Scientific
The world leader in serving science

Forbes Marshall
Trusted Partners. Innovative Solutions.

GACS

Endress+Hauser

EMERSON
Process Management

TELEDYNE INSTRUMENTS
Advanced Pollution Instrumentation
A Teledyne Technologies Company

Tetra Pak
PROTECTS
WHAT'S GOOD

SIEMENS

PlantConnect
Remote Monitoring & Control
Thank You!

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