



Complete maintenance package from one source reduces costs

How to save on servicing or: making three go into one ...

For an automation system to function reliably over a long period, it has to be serviced regularly. The more interfaces there are between different suppliers, the more difficult and more expensive the servicing becomes for the paper mill. This is why Voith Paper Automation developed its "No Worries" complete service package, offering a comprehensive service for all installed automation components.

Three desks, three computers, three people: If your automation system has come from various suppliers, this generally also means that you have different service partners. Depending on which product needs servicing a different company is responsible. This not only leads to a considerable need for consultation and to unutilized synergy effects, it also results in high servicing costs. When there are several comprehensive service agreements in place that guarantee complete support by a service specialist on site, the personnel often can't be deployed efficiently. In addition, this entails

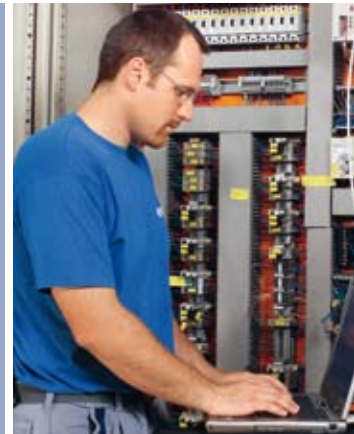
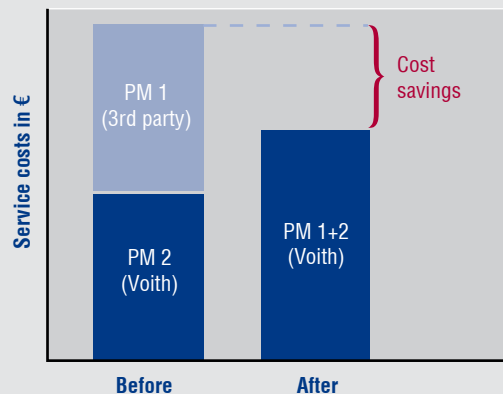
increased incidental costs, for example on infrastructure.

3rd party systems completely integrated

A much better scenario is a paper mill pooling its servicing requirements and entrusting them to one supplier that can also carry out an optimum service on the systems of other vendors. A prerequisite for this is corresponding specialist know-how about the various automation systems and sound knowledge of the papermaking process. Therefore, Voith Paper offers its customers a service package

Expert Voith service specialists guarantee optimum maintenance.

By pooling all servicing requirements and entrusting them to Voith, the paper manufacturer enjoys considerable cost savings.



including not only maintenance of Voith installed components but also servicing of the automation products of other suppliers. Regardless of whether the automation is installed on the same machine or another paper, coating or board machine in the mill – the servicing of the entire automation can be covered by one contractual partner. For the papermaker this holistic approach represents both a financial and a technological improvement. As only one company is responsible for servicing this generally means that fewer service specialists are necessary on site, and those that are there can now be deployed to full capacity. This can considerably reduce servicing costs. In addition, opting for one company to be responsible for servicing means that this company has a good overview of all installed systems and can analyze optimization potential from stock preparation through to winding, while implementing these measures in the best possible way for the benefit of the paper manufacturer.

Service finances replacements

However, even if it is expertly serviced, an automation system will still

age and will have to be replaced at some point. Due to technical advancements and the worsening situation regarding the supply of spare parts, it makes sense to completely replace a quality control system, for example, after around 15 years. In order to find the best solution when investing in a new system, it is crucial for paper manufacturers to incorporate into their considerations the service concept offered. Especially in the case of paper mills with several machines this can become expensive in the long term due to different service contracts concluded separately. A holistic approach is recommended when an investment is imminent. Voith Paper Automation has developed a cost model especially for this situation. It is based on the expansion of an existing partnership and is lucrative for the paper manufacturer in many respects.

... this means reduced coordinating effort, only one company to deal with and drastically lower costs.

For example, if two paper machines are running in a mill, one of which already has an automation system from Voith including service contract, there is enormous potential for synergy when replacing the third party system installed in the second machine. Thanks to the long-term structure of the service concept, the investment in a new Voith quality control system will have paid for itself within three to five years. This is made possible on the one hand by the absence of service costs during the warranty period and on the other, due to the subsequently reduced expenditure on the maintenance of both machines.

Instead of two different products with two different service providers, the two machines are now serviced extremely efficiently by one company. This makes better use of the capacity of the service personnel deployed, reduces interfaces and simplifies spare parts inventory due to standardized technology. For the customer this means less time spent on coordination, only one company to deal with and above all, drastically reduced costs. In addition, by replacing the old system the customer obtains a new, technologically impressive automation solution with which to secure competitiveness. As soon as the new installation has paid for itself the customer immediately saves costs – a saving that carries on through the years.

Voith's new service concept has a modular structure and can be adapted

flexibly to different requirements. Various financing concepts are offered so that, for example, by entering a long-term relationship with one service partner, the investment amount for the new system can be eliminated. The concept can be extended to as many machines as required and can also be implemented by combining several customers in one region.

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