

Stay connected: remote services products to provide ongoing support

The world is facing tough times on a global scale and many businesses, even entire industries are under heavy pressure and operating in survival mode. The COVID-19 outbreak has disrupted the daily routines and operations of many companies globally and forces them to find new solutions on how to best conduct their business and optimize their processes during the current pandemic. Organizations are faced with travel restrictions and quarantine challenges which requires them to reduce direct contact between employees and their service providers.

Challenging times like these however also create an opportunity for organizations to analyse the current systems and operations and identify potential areas for maintenance and improvement to increase product quality, process optimization and/or cost savings. "Never waste a good crisis" as Winston Churchill famously said once.

The corona pandemic has made remote and virtual solutions more imperative and important than ever before. This also applies to the AAC industry. Still, taking advantage of this situation requires flexibility and creativity of both suppliers and customers.

Aircrete Europe's new Stay Connected. program is a new product range, based on existing plant services, but further optimized for maximum efficiency during the current pandemic. The Aircrete Stay Connected. program includes new features like Virtual Aircrete Plant Scan and Remote Commissioning Services. Aircrete Europe is therefore fully able to continue to support its clients anywhere and anytime (Fig. 1).

The Stay Connected. program offers different solutions that are all created with the aim to increase product quality, optimize production processes and realize cost savings of AAC factory owners.

Fig. 1: The solutions under the Stay Connected. program are optimized for maximum efficiency





Fig. 2: The top benefits of the Aircrete Stay Connected. program

- **Virtual Aircrete Plant Scan:** Optimize the health of your AAC factory operations and maximize plant availability. A team of Aircrete professionals joins local operators through a live connection and “walks” with them through the factory, area by area, to identify all challenges and provide an independent diagnosis of root cause issues and actionable insights in a detailed report. You can read more about the details of this service in the “Plant Scan – Optimize AAC production by understanding cost drivers” article published in AAC Worldwide 2 | 2019 (just visit the Aircrete Company Channel through scanning the QR-code below).
- **Remote Equipment & Plant Commissioning:** Together with experienced local operators, Aircrete Europe is able to perform installation commissioning services of equipment (and even full factories) from a distance, limiting downtime and avoiding projects delay for its customers. An important feature here is the specially developed remote commissioning safety concept, to ensure that the commission can be performed in safe manner.
- **Remote Aircrete Plant Maintenance:** The client’s operations are monitored remotely and actual operation’s data is analyzed by an Aircrete team of engineers, following detailed advice and instructions on how to improve mechanical, electrical and chemical aspects of the production process. Many clients have already made use of this product and often, this service ensures an early identification of mechanical issues before they become real failures.
- **Remote Aircrete Instant Assistance:** Whenever there is a critical failure of the factory that cannot be solved locally, a team of Aircrete engineers are available 24/7 to assist remotely on electrical, mechanical and chemical issues.
- **Aircrete e-Docs:** A full set of technical digital tools, such as Aircrete Plant Management Book and available 3D models of equipment are a great addition and support when performing Stay Connected. services.

A big advantage of the Stay Connected. program is that it can be offered at a significant discount rate, due to less time and costs involved.

As for the physical plant scan service, Aircrete Europe can offer services from the Stay Connected. program without language barriers, as within Aircrete’s team of engineers, 18 different languages are being spoken.

Having customers on every single continent, Aircrete Europe is accustomed to working around the world and around the clock. The company’s professional team of engineers are well equipped to assist the AAC plants with an extensive range of services. Whether it is a virtual plant scan together with one of your operators, raw material analysis and process optimization, specific challenges in the factory, possible upgrades or replacement of machinery or even discussing a maintenance visit of an Aircrete team at your facility for the second half of this year.

Stay safe and stay connected!



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