

## CASE STUDY

# Sharing the benefits of OEM partnerships

Providing essential maintenance and repair services to original equipment manufacturers (OEMs) requires a very high standard of service to be delivered. Companies that hold such contracts must have considerable expertise and resources. Individual customers can take advantage of these standards and facilities to ensure their projects are delivered efficiently and professionally.



Maintenance partnerships can ensure prompt service for customers

*“ In addition to the technical skills throughout the Sulzer workforce, there is considerable expertise in specific applications, such as offshore facilities, marine vessels, mining, power generation and rail. Each of these environments has its own set of demands and in many cases, requires engineers to receive additional training. ”*

Ross Barraclough, Regional Operations Director - North, Sulzer

### The Sulzer difference

- Decades of experience in maintaining and repairing rotating equipment is supported by comprehensive partnerships with a number of OEMs that ensure customers receive the best possible service.
- OEMs benefit from Sulzer’s worldwide presence, with expert teams of designers, engineers and field service crews capable of delivering a full-range of maintenance services on their behalf.
- End-users that choose Sulzer already receive class-leading services but this has now been enhanced by the additional support for equipment from selected OEMs.

### The challenge

As a manufacturer, it is essential to offer your customers an aftersales service that will provide maintenance and repair services, to ensure continued, reliable operation of your equipment. However, with more complex or high-volume products, supporting an aftersales service can require considerable investment in facilities and personnel.

- High investment costs in repair facilities
- Large numbers of trained personnel required
- Support of a worldwide after-sales network

### The solution

Creating a partnership with Sulzer provides:

- The technical and engineering data held by the OEM for all of its products to be used by skilled engineers in the field to resolve maintenance issues and effect repairs
- Expertise in specific applications, such as offshore facilities, marine vessels, mining, power generation and rail
- Preventative maintenance programs using a range of techniques such as vibration analysis, thermal imaging, oil analysis and partial discharge, to determine the operating condition of equipment
- A rapid response to unexpected issues and the delivery of a robust and reliable solution with the minimum of downtime



**Technical expertise and experience reduce repair times**



**Partnerships ensure OEM specifications are available for repair projects**



**Sulzer offers independent expertise that includes large high voltage motors**

## Customer benefit

Specialist maintenance and repair providers, such as Sulzer, invest in a wide range of facilities to ensure they have the ability to help manufacturers deliver a quick solution. This leaves the OEMs to use their skills and equipment to create new products, while a group of experts takes care of any after sales issues and developing replacement parts for legacy equipment.

Some equipment, such as turbine rotors and large generator rotors, require a specialist at-speed testing facility and these are mainly owned by the OEMs in the power generation sector. Nevertheless, there are a few independent sites, two of which are owned and operated by Sulzer. These additional facilities can make a huge difference in the speed of completion and the overall quality of a large-scale repair project.

Customers operating equipment manufactured by OEMs that have partnerships with Sulzer are assured of a fast and effective repair that is completed using the latest OEM drawings, specifications and procedures.

For those with other brands of equipment, Sulzer offers a rapid, cost-effective and reliable service that is supported by a worldwide network of experienced engineers and equipped with the latest facilities.



**The partnership with ATB Laurence Scott ensures a fast response for all customers**

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### Applicable markets

Offshore, marine, mining, power generation and rail

### Applicable services

Repair, maintenance for pumps, turbine, motors and generators