

Management and monitoring of data

experience history



EFFICIENT AFTER SALES? QUESTION OF DATA COLLECTION

Turbomach, being a part of Solar-Caterpillar Group, is a company founded in 1979 and it became a recognized name in a short term in the public and industrial sector for the manufacturing of energy groups with the gas and assembled steam turbines. Thanks to the optimum quality of the products and excellent client service, Turbomach has achieved a leader position in the market with an exceptional business volume growth 65% of the personnel work in the headquarters of Riazzino and the rest of them are at the branches in diverse countries.

The company offers an extended and complete gamma of Package gas and steam turbines for the production of electrical energy, turnkey systems with simple and combined cycle. These products are perfectly tested and they show a modern concept of industrial design by integrating uniqueness and high performance.

The packages, such as turbine systems, show high tendency for technology and application by offering a self-regulating apparatus with easy manipulation and maintenance. In this way, reliable operations are guaranteed also in the case of very sophisticated plants. Turbomach is specialized in the manufacturing of turbo-generators for the production of electrical and thermal energy. The company designs devices for the energy generation by working in a continuous and autonomous mode at the same time satisfying the thermal and electrical requisites of the co-generation, industrial generation and applications with combined cycle. The company is gradually specialized in supplying systems for the electrical and thermal energy production simultaneously (cogeneration), in applications of emergency and in leveling of the work points for all types of combined cycles.

The clients can benefit from a post-sales service for the maintenance of the installed assets as a complementary offering so that they assure the maximum speed and efficiency of the interventions due to failures and abnormalities.



The company needs and the collaboration with Inspiring

The major problem that the company faces in the management of its services was the activity of after sales service. Due to lack of clear and precise data of the installed machines, when a failure was registered, the only information that was made available by the system adopted previously was the signaling for the turbine stop and a sort of "photo" of the system. Obviously, the lack of information in these produced complex systems caused the technical personnel not to understand what happened in reality.

The effort to get the cause of the failure through a deepened data search was very costly and there were delays accumulating in the planned interventions in the assistance. The need of the company was to find an IT system, which is capable of managing the accurate data collection regarding the machine functioning, archiving them, viewing them when necessary, so that the service level would be improved. The solution has been identified in **FDS** of Inspiring Software.

also because the band is limited). There are inherent limitations to the quantity of data to transmit, to the modality of transmission and to the compression to adopt. In any mode, the complete autonomy of the service of client is guaranteed and compensates for the fact that there is a lacking real communication mode in real time for the machine stop.



20060 Bussero (Milano) Italy - Via Milano, 15/i
Tel. +39 02 95038260 - Fax +39 02 95039892

mkt@inspiring-group.com - www.inspiring-group.com