



CONNXT CASE

Atlas Copco sells planned services and vacuum pumps uptime with **IoT solution by OrangeNXT**

Atlas Copco is a global supplier of solutions in the field of compressed air, nitrogen, power generation and vacuum. Following the example of the Compressor Technology division, Vacuum Technology is now also shifting its focus to remote monitoring. The only difference is that they are taking a different approach by choosing the standard OrangeNXT platform. Remote reading of the status of vacuum pumps is at the foundation of a new service: planned maintenance.

Fabiana Ferreira is product manager of Atlas Copco's Vacuum Service Technique division. She explains: "We learnt from other business areas the pros and cons of developing our own connectivity platforms. The division Vacuum Services Technique was looking for flexibility and lower development and maintenance costs. Based on that, there was no doubt about the approach to be taken and we decided in 2019 to have this custom application re-developed by a third party: ICT Group."

Choice of standard platform

The Vacuum Service Technique division looked at what developing a platform involves and soon saw that a custom platform means that you need to maintain and manage the application yourself. However, at the same time ICT Group provides a standard platform under the OrangeNXT label, that can be configured in such a way that it meets every single one of Vacuum Technology's requirements. Ferreira: "The main advantage of OrangeNXT is that



it gives us a lot of flexibility. We can configure the dashboards to meet our own requirements and we can also easily expand the standard possibilities offered by the platform with additional functionality. Take AI for example, which we use to predict when a particular pump needs a service check based on the history of the device. If you opt for customisation, this may take months, if not years. While we're simply buying it out-of-the-box."

Remote monitoring

However, we're not that far yet. The first goal of Atlas Copco's Vacuum Service Technique Division is to develop subscription models based on a portal called Genius Instant Insights™. Ferreira: "At the moment we can use a gateway to read out the pumps remotely and make the data transparent. We measure parameters such as pressure, temperature, vibration, running hours, uptime and downtime, alarms triggered by the pumps and so on. Both our own customer service departments and our customers have access to Genius Instant Insights™ portal. We use roles and authorisations to determine who can see what information. The customer sees the dashboards that provide relevant information for them, such as the uptime and the service sessions to be planned. While our own engineers can make an in-depth analysis of the data in order to retrieve information such as the cause of a malfunction." The goal is to make Genius Instant Insights™ part

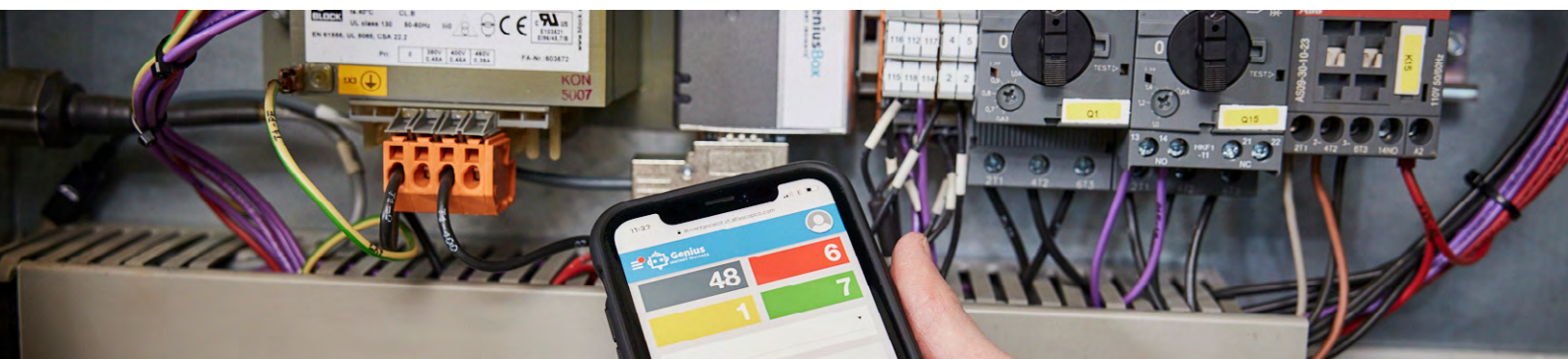
"Remote monitoring increases the uptime"



of a new service that allows Atlas Copco to sell maintenance based on a subscription model. "Instead of random service checks we want to provide planned maintenance that meets the real pumps needs. This allows us to increase the uptime of the pumps. What's more, it creates better maintenance planning. That's a win-win for our customers and for us."

Insight into customer situation

This pro-active approach allows Atlas Copco to not only improve the service and provide customers with more insight into the performance of the pumps as a result of using IoT, but the company also expects to be able to extract relevant information for product development, Ferreira adds. "Customers use our pumps in a wide variety of conditions. If we can monitor the performance in those conditions in





real time, we will also gain a better understanding of why a pump breaks down or how we can improve the performance of a pump in specific conditions. This is why we believe that remote monitoring will provide a wealth of extra information for our R&D department."

Agile working method

Ferreira is very satisfied with the collaboration with OrangeNXT. "We are in close contact and regularly discuss our wishes. OrangeNXT provides valuable feedback on our ideas. In addition, they guide us through the entire digital transformation journey. They understand that remote monitoring is not just a matter of reading out a pump, but that it is part of an entirely new business model. Developing that new business model is much more complicated than reading out a pump."

She is enthusiastic about the agile approach. "We are growing step by step. The portal is up and running, we are currently acquiring the first customers and we have a dot on the horizon that we want to grow towards. It is great that OrangeNXT supports us throughout our journey."



"OrangeNXT understands that remote monitoring is not just a matter of reading out a pump, but that it entails developing an entirely new business model"

Fabiana Ferreira

Product manager

Atlas Copco's Vacuum Service Technique division

Want to know more about this case?



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