



## Remote services

Connecting our experts with your process, equipment and technicians, whenever and wherever you need us.

### 24/7 support

When you operate a 24/7 process, you need a partner that can support you anytime, anywhere. Our remote service offerings provide expert guidance and troubleshooting at a process and equipment level, whether you just need shift support or for larger process optimisation and maintenance projects.

### Expert support for ultimate peace of mind

Mine operators have to split their focus multiple ways – increase productivity, maximise safety, reduce environmental impact, all while dealing with the day-to-day pressures on heavy equipment. Sometimes you need an extra set of eyes on a problem or even an entire team of specialists.

This is why we have created a range of remote services. With one phone call, you can have our experts working to help solve your problems – without having to wait to arrange a site visit, for challenges big and small.

### How could you benefit from remote services?

- Receive expert help, fast
- Enhanced expertise to cover specific shifts or projects
- Reduce downtime and OPEX
- Dedicated team to help you improve productivity and reliability
- Expert support and data-driven insights for all your decision-making
- Peace of mind knowing you can solve issues safely and efficiently

# Service in the age of Industry 4.0

## Digitally-enabled, data-driven solutions

We combine our expertise with digital technologies, enabling us to gain a greater understanding of your equipment's health and performance.

These data-driven insights help you develop a more proactive maintenance strategy, significantly reducing downtime and all the associated costs.

Our services are available as continuous service packages or on an ad hoc basis, depending on your needs.



## Remote support with asset health monitoring

Combining remote support services with asset health monitoring by our experts takes your predictive maintenance strategy to the next level.

Specialist sensors and digital tools track and trend machine performance, giving you the insight you need to increase availability, cut maintenance costs and improve performance.

At the first sign of a potential problem, the experts in our Global Remote Service Centre will analyse the data to discover the root cause and the best solution. These recommendations are immediately returned to you, giving you the information you need to carry out the right maintenance at the right time.

All events and recommendations are also summarised in regular reports. The ultimate goal of this service is to eliminate unplanned downtime through more timely, data-led decision-making.

## Digital tools to empower productivity

Our remote services are enabled and empowered by digital tools, such as:

- **Augmented field engineer** – With HelmetCam, we can see what you see – so we don't always need to get to site to visualise a problem.
- **ECS/UptimeGo** – The downtime analysis tool that helps prevent future downtime.
- **24/7 hotline** – Troubleshooting and guidance at the end of the phone, any time.
- **SiteConnect™** – The mobile app that keeps you connected to plant performance, even when you're away from site.
- **Lifecycle enhancement and services support** – Using digital connections to help you get the most out of your equipment throughout its life.
- **Total Cost of Ownership Tool (TCO tool)** – Using monitoring and analysis to anticipate operational and maintenance needs so that you can budget accordingly.
- **Digital Checklist Tool** - Make sure everyone is on the same page with this checklist tool for best practice maintenance.

We can connect with you in whichever way suits you best, including Teams, WhatsApp, Helmet-Cam, and more.

Learn more at: [flsmidth.com/remoteservices](https://flsmidth.com/remoteservices)

Contact us



[flsmidth.eco/contact](https://flsmidth.eco/contact)

[www.flsmidth.com](https://www.flsmidth.com)

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