

Service concept

Service offering for the entire life-cycle of the plant

Achieving high availability and optimized performance of processes are key goals in all production plants. Automation and the services connected to it play a significant role in achieving these goals, in the continual improvement of these goals, and in implementing additional goals as they are defined. Knowledge based services close to customers maintain and enhance process availability and performance.



Description

We help our customers to achieve their goals by continuously developing our service offering. Customer requirements vary on several factors, such as the need to change processes, the criticality of the processes, the scope and age of automation, and available resources.

The scope of services is defined by working in close cooperation with the customer, and the extent of services offered varies according to their specific requirements. The decisions made are supported by ongoing cooperation so that the services provided can be continuously adapted when business situations or customer goals change.

The mutually agreed scope of services is typically included in Continuous Results Agreement (CRA).

Contents

The service concept consists of:

- Performance services
- Availability services
- Engineering services

These services support each other technologically and functionally, and form a service offering for the entire life-cycle of the plant.

Results

The services produce additional value for the customer. The benefits of each type of service are outlined below:


- Performance services
 - increase production efficiency
 - optimize quality
 - improve environmental performance
- Availability services
 - maximize asset availability
 - optimize total life-cycle costs of assets
- Engineering services
 - complete projects on time and within budget
 - benefit from fast and smooth start-ups with minimized risk
 - maintain and develop competency of personnel

Performance services combine our long experience and knowledge of basic controls with unique process know-how of advanced optimization solutions. The services range from consultative audits to performance optimization.

Availability services help you to achieve your availability and maintenance cost targets by providing you with different levels of maintenance services and keeping your systems up-to-date, and reliable spare parts deliveries.

Engineering services cover automation, instrumentation and electrical engineering ranging from basic engineering and training to commissioning and start-up.



 Continuous Results Agreement Customer	1	Service Agreement
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		Appendix 6.4 Process Development
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		Appendix 7 Services Ordered Separately
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Ptp	Description	S grp	Service (code)	Description			Included	Comments	
Performance Services	110 Performance Optimization Services	1110	11 Optimizat. study	Optimization study and consulting					
			1120	11 Optimization	Asset performance optimization				
	120 Performance monitoring services	1210	12 Monitoring study	Monitoring study and consulting					
			1220	12 Monitoring	Asset Performance monitoring				
	130 Environmental Services	1310	13 Environ. study	Environmental study and consulting					
1320			13 Environ. solut.	Environmental solutions					
Availability Services	210 Maintenance Services	2110	21 Cond. monitoring	Machine and process condition monitoring	Predictive	Vibration monitoring Process equipment monitoring Loop monitoring			
							2120	21 System services	Automation asset management
	Preventive	System audit Preventive maintenance visits Back-up activities Security services							
			Corrective	On-demand service Help Desk Remote support and diagnostic On-call service					
	2130	21 Field equip.serv.			Field asset management	Predictive	Field device monitoring		
			2210	22 Upgrade studies				Upgrade study and consulting	
	2220	22 Upgrades			Upgrade and replacement services		Software maintenance Software upgrade		
			230 Spare Part Services	2310				23 Spares	Spare part services
	Engineering Services	310 Project and Engineering Services	3110	31 Projects&Engin.	Project and engineering services				
				3210	32 Basic training	Basic training			
				3220	32 Advanced training	Advanced training			
				3230	32 Training programs	Tailored training programs			

Continuous Results Agreement (CRA)

For more information, contact your local automation expert at Metso.
Service code:
www.metso.com/automation

The information provided in this brochure contains descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.

An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice.

