

METRIS PERFORMANCE CENTER EXPERTS ON DEMAND

The new Metris Performance Center expands service to papermakers around the world by putting an ANDRITZ expert virtually in the mill's control room whenever needed.

One of the major advantages of new IT technologies is connectivity – the ability to be virtually anywhere in the world. ANDRITZ has leveraged this technology to become the centerpiece for its new Metris Performance Center.

"It is better than any simple hotline or service line because now we can digitally interlink our experts in Austria with experts at a mill," says Christina Matejka, Sales Manager in the Tissue Product Group of ANDRITZ. "With remote support we can see online what the operator sees on the DCS screen in real time. Through this fast and direct connection, and with the customer's collaboration, we can troubleshoot, answer urgent questions on process or equipment, or even make process adjustments on-the-fly."

When this remote support is combined with Augmented Reality (AR) and Decision Wall tools, Performance Center experts can be "virtually" in the mill. This allows a close communication and interaction just as if people were sitting in the same room.

VIRTUAL PRIVATE NETWORK AS DIRECT LINK

Without getting into all the technical details, the Metris Performance Center relies on a Secured Remote Access as direct connection to the mill's Distributed Control System (DCS) on one end and a Metris server on the other. The connection is private and secure, providing a direct link between the Performance Center and the customer's mill.

The Metris platform is ANDRITZ's branded solution for optimization and decision support – collecting data from the mill, analyzing it, converting it to useful information, and visualizing this information in a way that equipment and process experts can use it to troubleshoot, optimize, or upgrade so that a mill can run its line more efficiently and profitably.

SAVING TIME AND MONEY

From a practical point of view, this exclusive *Prime* level of service performance saves a customer time and money: to call a main contact for fast and preferred

support in case of an emergency or urgent questions.

Matejka acknowledges that not everything is best handled remotely. "It is not our goal to replace the face-to-face relationship with each customer," she says. "But, certainly, there are many occasions where the discussion can be via a camera and shared DCS screen once the initial relationship is established."

Personnel from the mill side (operators, supervisors, maintenance personnel, technical department) can communicate directly with ANDRITZ experts at the Performance Center. Many times, especially during a start-up, ANDRITZ start-up engineers on-site can rely on technical backup from

specialists at the Center. A recent practical example was when there was a question about drying performance during a tissue machine start-up at Vajda Papír in Hungary. Personnel at the Performance Center were able to locate an ANDRITZ Yankee specialist at the headquarters building and, within a few minutes, the ANDRITZ start-up engineer on-site was discussing data over a shared DCS screen with the in-house ANDRITZ process expert.

"This flexibility is a real benefit for both sides," says Mikhael Iaronka Menezes, a member of the Metris OPP team that provides process optimization for complete mills. "Our experts can assist in starting up at a new installation in China and

diagnose a stock-on, stock-off guiding issue with a mill in Brazil at the same time. All from a central location."

FLEXIBILITY AS A SERVICE

"Strong service and customer support are critical to our customers' and to our success," says Klaus Blechinger, Vice President of the Tissue Product Group at ANDRITZ. "Paper and tissue mills are actively optimizing while reducing costs, which is a key benefit of digitalization. By providing digital support via the Metris Performance Center, we are offering a service to our customers exactly when they need it."

The new Metris Performance Center is available to each ANDRITZ customer

worldwide. The "network" of mills is growing each week, as paper, board, and tissue mills learn about this latest offering in the area of digitalization and Industrial Internet of Things (IIoT) solutions.

"Digitalization plays a major role in business today," says Gerhard Schiefer, Vice President of Global Automation at ANDRITZ. "We want to create digital assets that are tailored to a customer's preferences for on-site as well as remote assistance."

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FOR FURTHER INFORMATION
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CHRISTINA MATEJKA
Sales Manager
Paper & Tissue, ANDRITZ

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THE METRIS PERFORMANCE CENTER OFFERS:

- Direct customer contact using the latest communication and Augmented Reality (AR) tools
- Optimization of Process Performance (Metris OPP) for process and loop tuning, Big Data analysis, and Machine Learning applications
- Start-up support
- Support in implementing new control strategies
- Remote assistance in resolving process or equipment issues
- Training for mill specialists