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.

VIRTUAL PRIVATE NETWORK AS DIRECT LINK

When getting into all the technical details, the Metris Performance Center relies on a Secure 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.

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 for close communication and interaction just as if people were sitting in the same room.

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.

The Metris platform is ANDRITZ’s branded solution for optimization and decision support – collecting data from the mill, analysing 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.

“Strong service and customer support are critical to our customers. And to our sales, service and technical teams,” says Klaus Blechinger, Vice President of 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 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.”

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FLEXIBILITY AS A SERVICE

“For further information see page 21. This flexibility is a real benefit for both sides,” says Michael 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.”

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

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FOR FURTHER INFORMATION

View video footage of this report in our augmented reality App

FOR FURTHER INFORMATION SEE PAGE 21

“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.”