

# State-of-the-art in customer communication

**Comprehensive service is our passion:** As a major player in the highly competitive, nonwoven industry race for success, we would like to introduce you to Metris Remote Assistance (Metris RAS), the comprehensive communication solution providing a direct route to you, our customer!

#### WHAT IS METRIS RAS?

Metris Remote Assistance (Metris RAS) includes comprehensive support, either spoken, using images, or via augmented reality (AR), with the option of direct access to the support object, which is usually the machine or part of a machine. In particular, the combination of remote access and augmented reality expands and accelerates the respective support case. Ideally, the virtual overlays in the field of vision of the AR glasses allow the service technician to grasp all the necessary instructions easily and effectively.

#### **AUGMENTED REALITY TECHNOLOGY**

Incorporating augmented reality technology into the support process by using a HoloLens significantly shortens the support process. For example, a 15-minute virtual diagnosis would have needed several emails and pictures from both sides, and with the time delay between Europe and the USA, it results would have taken days to find the minor issue causing the problem.

Maintenance work with AR support

#### **FASTER REACTION - LOWER COSTS**

Our dedicated teams of experts supervised by our customer care specialists located in all nonwoven service hubs are ready to help with mechanical, electrical and process issues with a complete, remote connection service. This requires the ANDRITZ line or ANDRITZ equipment at the customer's site to be prepared for secure Remote Access Service and have online network access (minimum speed recommended 10 Mbit/s).

#### **METRIS PERFORMANCE CENTERS**

Metris RAS is part of the Metris Performance Center, where an excellent combination of process, technology and product knowledge come together with digital services: Direct customer contact and fast response by being online in real time sharing using the latest communication and AR solutions. Metris Performance Centers ensure that there are stable and economic process conditions.



For each technology the right expert on the line





### **KEEP YOUR MACHINES RUNNING**

Reliable production is essential to your success. That's why we are always close to you. Our highly skilled field and service engineers, worldwide service centers, and a service hotline ensure that you have reliable support quickly, whenever you need it.

### GLOBAL NONWOVEN SERVICE CONTACTS

#### **CALENDERS**

ANDRITZ Küsters GmbH Krefeld, Germany p: +49 2151 34 3032 kuesters.nonwoven@andritz.com

#### **NEEDLEPUNCH**

ANDRITZ Asselin-Thibeau SAS Elbeuf, France p: +33 426 700 500 aat.service@andritz.com

#### **SPUNLACE**

ANDRITZ Perfojet SAS Montbonnot, France p: +33 426 700 500 service.perfojet@andritz.com

#### **AIR-THROUGH BONDING**

ANDRITZ Perfojet SAS Montbonnot, France p: +33 426 700 500 service.perfojet@andritz.com

#### WETLAID/WETLACE

ANDRITZ Küsters GmbH Krefeld, Germany p: +49 2151 34 3032 kuesters.nonwoven@andritz.com

## AIRLAY/MECHANICAL RECYCLING/ BAST FIBERS

ANDRITZ Laroche SAS
Cours, France
p: +33 474 898 485
service.laroche@andritz.com

#### **SERVICE USA**

ANDRITZ Inc.
Spartanburg, USA
p: +1 864 587 4848
nonwoven-americas@andritz.com

#### **SERVICE INDIA**

ANDRITZ Technologies Pvt. Ltd. Chennai, India p: +91 44 4293 9393 nonwovenservice.india@andritz.com

#### **SERVICE CHINA**

ANDRITZ (China) Ltd.
Wuxi branch office
Wuxi, P.R. China
p: +86 510 8536 1269
nonwoven-china@andritz.com

#### ANDRITZ.COM/SERVICE-NONWOVEN



All data, information, statements, photographs and graphic illustrations in this leaflet are without any obligation and raise no liabilities to or form part of any sales contracts of ANDRITZ AG or any affiliates for equipment and/or systems referred to herein. © ANDRITZ AG 2021 All rights reserved. No part of this copyrighted work may be reproduced, modified or distributed in any form or by any means, or stored in any database or retrieval system, without the prior written permission of ANDRITZ AG or its affiliates. Any such unauthorized use for any purpose is a violation of the relevant copyright laws. ANDRITZ AG, Stattegger Strasse 18, 8045 Graz, Austria. Flyer Metris RAS. 02.2021 EN

