



Client Support Programme takes asset management to a new level

Fig 1: The Rotork Client Support Programme offers increased plant reliability, increased plant availability and improved overall operational performance, all provided with predictable costs for each year.

Throughout nearly 60 years involvement in the valve actuation and flow control industries, Rotork has recognised that in order to be successful it must also be committed to the success of its customers. As a part of this philosophy, maintenance and customer support have played very important roles. The company invests heavily to develop a best in class global Site Services operation, providing every customer with a local source for maintenance, repair and upgrade services as well as expert advice and training.

By Phil Burness, Rotork

Now, the introduction of the Rotork Client Support Programme builds on Site Services' experience to deliver an enhanced, fully focussed and even more comprehensive offering, incorporating an asset management service. The programme makes it easier and more convenient for operators to identify and access the specific services that they need to improve the reliability, availability and performance of their plant assets. The service enables clients to minimise the risks of maintenance,

repair and obsolescence by offsetting them against a fixed price investment that is tailored to specific requirements. Phil Burness, Rotork's Site Services Director, who has invested decades of practical site maintenance experience into the creation of this innovative programme, takes up the story.

Asset management begins with the purchasing decision

Rotork's Client Support Programme follows the recently introduced

ISO 55000:2014 guidelines. Asset management is an important consideration for long term reliability from the very start of the purchasing process. Defining an asset strategy allows for true asset life to be determined and the asset life cycle management to be performed. This can significantly reduce the long term asset cost of ownership and demonstrate the long term value of the purchase. There are a number of elements that need to be assessed in order to ensure that actuated valve installations and systems are as efficient and future-proof as possible. Firstly, the design of the equipment itself must be capable of performing in challenging environmental and operating conditions, often experiencing long periods of inactivity, temporary submersion and other influences which may affect the ability to operate with total reliability whenever required. Actuator design features such as double-sealing and non-intrusive IP68 enclosures offer reassurance in these areas. The quality of the valve is equally important; the valve is far more disruptive to repair or replace



Fig 2: In recent years the development of intelligent actuators with diagnostic capabilities has greatly increased the ability to seamlessly include actuators in the asset management plan and plant operations.

than the actuator so saving money on inferior valves is usually a false economy. Working in partnership with the end-user to provide a full understanding of their process will enable the best solutions to be achieved in terms of product suitability, accurate sizing and automation options. Using Rotork's trained and qualified engineers for installation and commissioning will ensure that the equipment is correctly set up and operating within specified parameters. Following on from commissioning, a continuing partnership with the end-user will facilitate efficient maintenance and long term support for the installed assets. In recent years the development of intelligent actuators with diagnostic capabilities has greatly increased the ability to seamlessly include actuators in the asset management plan and plant operations. Rotork has pioneered the development of intelligent, non-intrusive IQ actuators with integral data-loggers and diagnostic software programmes, all of which contribute to improved asset management by enabling plants to run with more efficiency, more reliability, less maintenance and less downtime. For example, the latest generation IQ3 is the only actuator to provide a window into the process at the valve, showing valve torque, usage profiles and service logs to enable real-time asset management at the actuator indication window. Today, the predictive maintenance facilitated by these technologies plays a crucial

role in prioritising service requirements, optimising plant performance and pre-empting breakdowns. The IQ's asset management features are increasingly incorporated throughout all of Rotork's actuation products, encompassing electric, pneumatic, hydraulic, electro-hydraulic, gas-over-oil and high pressure gas designs for isolating and control valves of all sizes and descriptions, in any environment. Compatibility with digital control protocols is universal, using

open systems or Pakscan, which delivers an unbroken chain of reliable Rotork technology from the valve to the control room. Rotork Site Services covers all these products, as well as actuators from other manufacturers.

Introducing the Client Support Programme

With the introduction of the Rotork Client Support Programme, instead of paying for maintenance per se, the clients will see their investment delivering improved performance, adding value to their operations and contributing to increased prosperity. Designed for plants of all sizes, it is not confined to valve actuators but can encompass the care of the complete actuated valve and control package.

The programme is built on a range of flexible options, with strategically located support centres at the hub of the organisation. These centres provide a priority response to technical support enquiries, give access to all aspects of the service and co-ordinate all subsequent activities. Technical support is also available on-site, with Rotork certified engineers available on a range of 24 hour, 7 day week call-out options, or resident on-site. All options are designed to release the operators' own personnel



Fig 3: The Rotork Client Support Programme can encompass the care of the complete actuated valve and control package.

from the time consuming distraction of maintenance and asset management activities.

Continuing the range of services, hardware and software maintenance with lifecycle management – either on demand, planned or preventative – can contribute to reduce maintenance costs, improved operational performance and reduced year on year ownership costs. Centralised spares holdings with guaranteed response times can be implemented on behalf of clients, so that they pay for the availability and only the parts that they actually use, rather than the capital expenditure, inventory cost and management of spare parts on site.

Reduced maintenance costs are enhanced through Rotork's on-going investment in technologies for remote connectivity and diagnostic analysis of equipment in the field. Co-ordinated through the support centres this can trigger notification of drift from set operational parameters or advanced notification of equipment deterioration.

The Rotork Client Support Programme is available in a range of levels that are structured for flexibility and individual customer requirements. Three progressive levels of cover meet differing demands and are designed to seamlessly integrate with existing maintenance procedures and strategies. Different levels of cover can be selected for equipment on the same plant, depending on its criticality to the running of the process. Customers will only pay for what they need and a flexible range of payment options are available to complement financial budgets.

The real value of the service for the customer will be increased plant reliability, increased plant availability, reduced losses due to equipment malfunction and improved overall operational performance, all provided with predictable costs for each year.

How does it work?

The typical programme begins with a review of current operational schedules and maintenance procedures, the establishment of objectives and creation of a detailed register of the assets involved. This is followed by an operational review, which enables the programme plan to fit into existing schedules without interruption to maximum production.



Fig 4: Three progressive levels of cover meet differing demands and are designed to seamlessly integrate with existing maintenance procedures and strategies.

Following on, planned preventative maintenance schedules will confirm the condition of assets, check the performance against specification, produce a health check summary that identifies urgent and non-urgent maintenance requirements and carry out corrective action. Activity is recorded in performance reviews, generated at agreed frequencies and detailing the work carried out, their impact on production, net savings achieved and the performance of the programme compared to objectives. Analysis of this data enables recommendations to be identified and fed into the operations review for subsequent action.

Integral aspects of the programme include the ability to maximise the benefits of intelligent and smart equipment through remote event monitoring and diagnostics. Embedded parts management, which

ensures that parts are available for immediate delivery whenever needed, is complemented by a lifecycle management programme to keep equipment up to date with the latest technological developments. The sum total of all activity is then available for further site development, helping the clients to plan the way ahead, whether for increased throughput, increased efficiencies, improved availability and reliability or reduced waste.

Summing up, Phil Burness says: "Our mission is to enable clients to realise their business potential by providing maximum reliability and availability of our products through a world-class service operation, reducing the cost of ownership and maintenance risks year on year, thereby allowing the client to maximise production throughput, manage costs and concentrate on core business objectives."

About the author



Phil Burness is Rotork's Director of Site Services, responsible for Rotork's worldwide after sales and engineering projects business. Phil has over thirty years' experience in process industry service and maintenance activities, including instrument and control system design, implementation and maintenance responsibilities for the chemical, plastics and power generation industries. As Rotork Site Services Director, he works with Rotork's worldwide sales and service network to continue the development of after sales support, engineering projects and life of plant services.