



New digital tools for better support

Words: Silke Rockenstein | Pictures: MTU

Tags/Keywords

At the end of October 2018, Rolls-Royce Power Systems opened a new Customer Care Center in Augsburg, Germany, focusing exclusively on customers of natural-gas-powered generator sets. This makes it one of the company's five new customer service centers that have been in operation since the beginning of 2018. Experts from MTU work together at different locations, and across several time zones, to support customers around the world when it comes to keeping their MTU Onsite Energy systems on the go.

Rolls-Royce Power Systems is also pressing ahead with the expansion of digital services for its customers. The Digital Solutions team is set to double to 80 employees by the end of 2018. "With our service strategy and our digital strategy, we are committing to an extremely customer-focused alignment of our services, and moving to improve our products," explained Andreas Schell, CEO of Rolls-Royce Power Systems. "The goal of our transformation is to be a full-service solution provider for our customers."

MTU Go! products helping improve the digital monitoring of generator sets

The digital tools MTU Go! Act and MTU Go! Manage will soon be tested in the first power plants. They are replacing the data loggers previously used, and enable MTU experts and the customer to monitor the units remotely, plan maintenance and spare parts availability, analyze operator data and derive recommendations for improving product operation. "In terms of digital monitoring of customer installations, we're not starting from scratch. Since the year 2000, for example, we have been gaining important insights into data-linking around 1,800 gas gensets to technicians and service operations using data loggers," said Jürgen Winterholler, who heads up the Digital Solutions unit. "Cyber security and data protection have the highest priority for us. This is somewhere we also benefit from the experience of our parent company Rolls-Royce in the aviation industry over the last 20 years."

Prime Energia puts its trust in MTU's digitally-assisted service capability

In Chile, five Prime Energia power plants featuring more than 200 MTU Onsite Energy gensets are to be connected to the public grid, providing a total output of 475 megawatts of reserve capacity to stabilize Chile's power supplies. The gensets are digitally connected via data loggers to the MTU Go! Manage platform for monitoring and analyzing current system data. Prime Energia monitors the power plants in real time and controls them via the Network Operations Center in Santiago.

MTU Value Care Agreements safeguard system uptime

"When our new service agreements are teamed with these new digital tools and our Customer Care Center capability, the customer benefits in terms of reliability, efficiency and longevity of powergen systems are immense," said Matthias Vogel, Executive Vice President, Service, Network & Business

Development at Rolls-Royce Power Systems. Preventive maintenance work is planned efficiently, maintenance intervals are adjusted, an optimum, transparent cost structure is implemented, and system uptime is guaranteed.

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