

HIGH CAPACITY | PRECISION | RELIABILITY

Plasser & Theurer

Life Cycle Service

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FOCUS ON THE CORE BUSINESS

Conditions

Introduction of new technologies

Use of existing infrastructure

Focusing of competences of the operator and the manufacturer

Customer Requirements

High availability and reliability

Service cost optimization

Problem-free zone

Trends

Sustainable operation and mobility concepts

Shortage of skilled workers in the practical field

Focus on costs



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PORTFOLIO CONTENTS



SPARE & WEAR PARTS

Worldwide close to our customers. More than 60.000 parts available on short notice through our network



FIELD SERVICE

Global experts with local presents. Keep your machine on its best availability and performance.



LIFE CYCLE ENHANCEMENT

Smart Solutions for extended lifetime. Increase your machine capabilities and operational lifetime.



DIGITAL SERVICE

Bring your machine into the future. Machine and fleet connectivity to for optimized machine operation.



TRAINING & SUPPORT

Share experience, gain knowledge. Increase your operator performance by getting to know the equipment.



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YOUR LONG-TERM PARTNER IN SERVICE AND SOLUTIONS



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LIFE CYCLE OF A TAMPING MACHINE IN 30 YEARS



More than 80% of the total life cycle costs are operational costs - significantly influenced by

- **the general performance** (human - machine)
- **the level of process reliability**
- **the service and support concept** (maintenance, help desk, hotline, etc.)
- **refurbishment and modernisation** (processes, software, technology)

A coordinated service strategy between owner and service partner ensures not only a **problem-free** operating zone but also lifelong **efficiency** and **profitability**.

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LIFE CYCLE COSTS OF A TAMPING MACHINE IN 30 YEARS

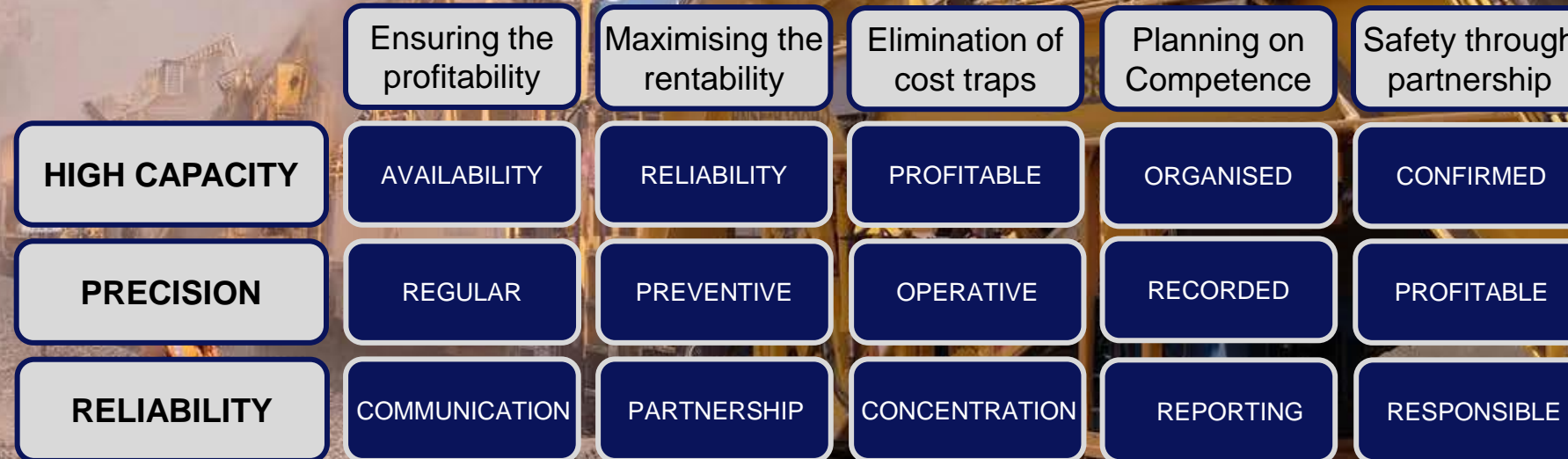
- 35% Selling price
- 3% Revision (by ECM)
- 10% OPM (Operative Maintenance) change of unpredictable damage
- 38% PEM (Preventive Maintenance) change of worn parts
- 13% REM (Regular Maintenance) daily, weekly, monthly, semiannually with spare parts

per year:
working hours 1,000 h
tamping cycles 250,000
distance 15,000 km



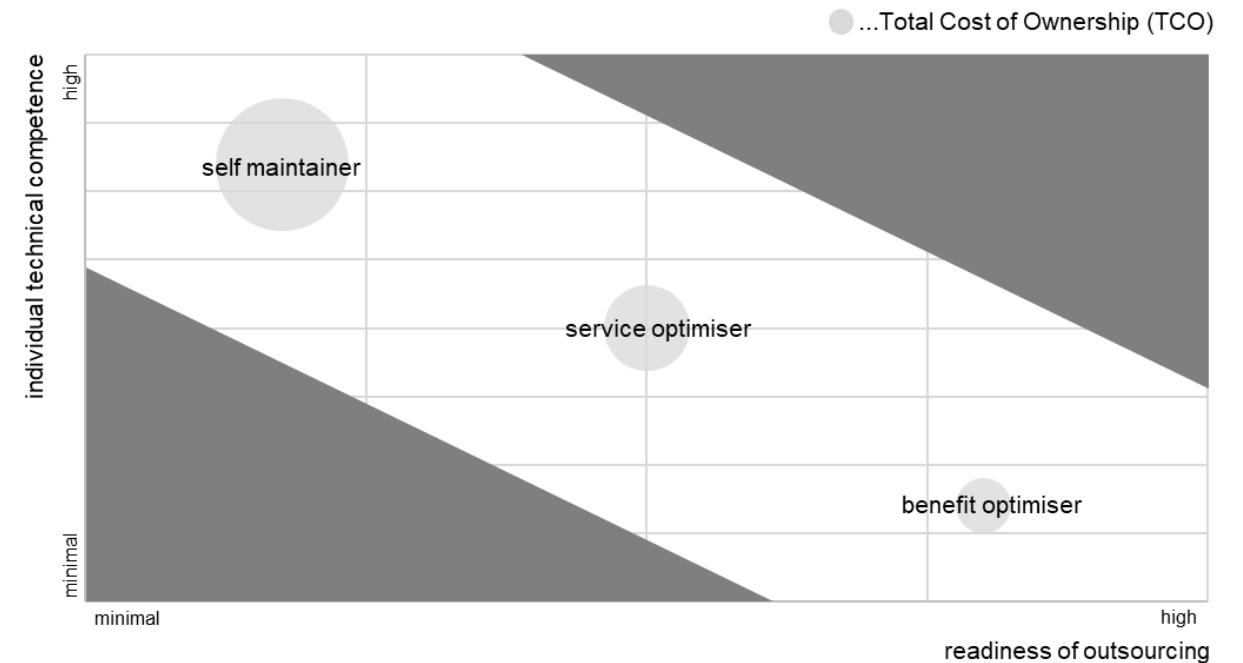
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FOCUS ON CORE COMPETENCE



DIFFERENT SERVICE STRATEGIES

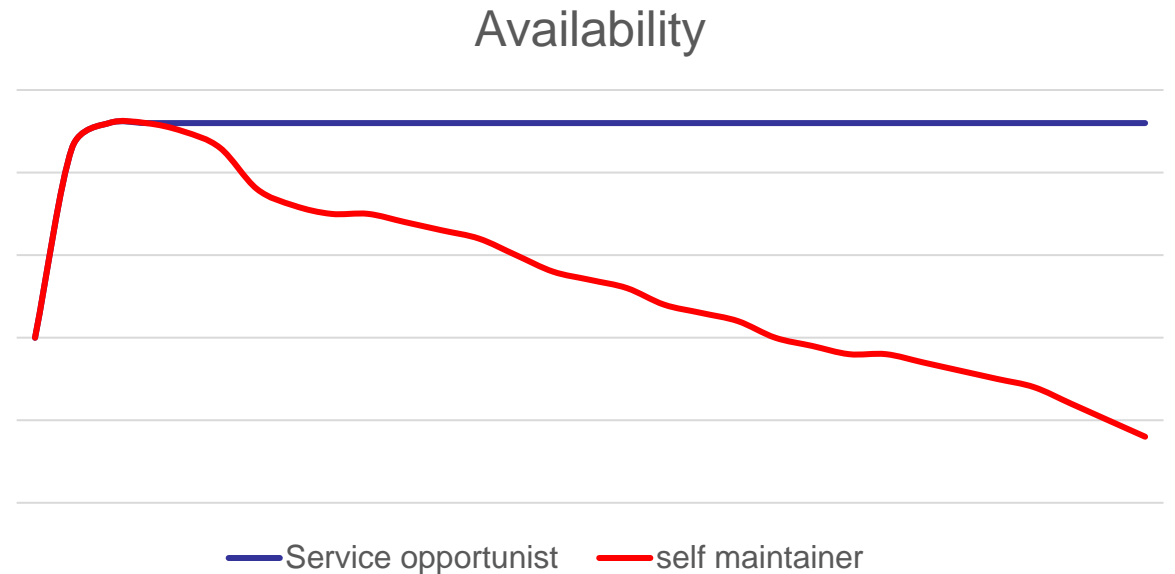
- **self maintainer**
 - is trying to do all by himself
 - high cost organisation
- **service optimiser**
 - is cooperating with suppliers in technical affairs
 - is orientated to competence
- **benefit optimiser**
 - is concentrated on his main competence
 - is performing his business income



LIFE CYCLE ANALYSIS

Reasons for digressive development of a self maintainer

- lack of four eyes principle
- operational blindness
- habituation effect
- high cost by internal orientation only

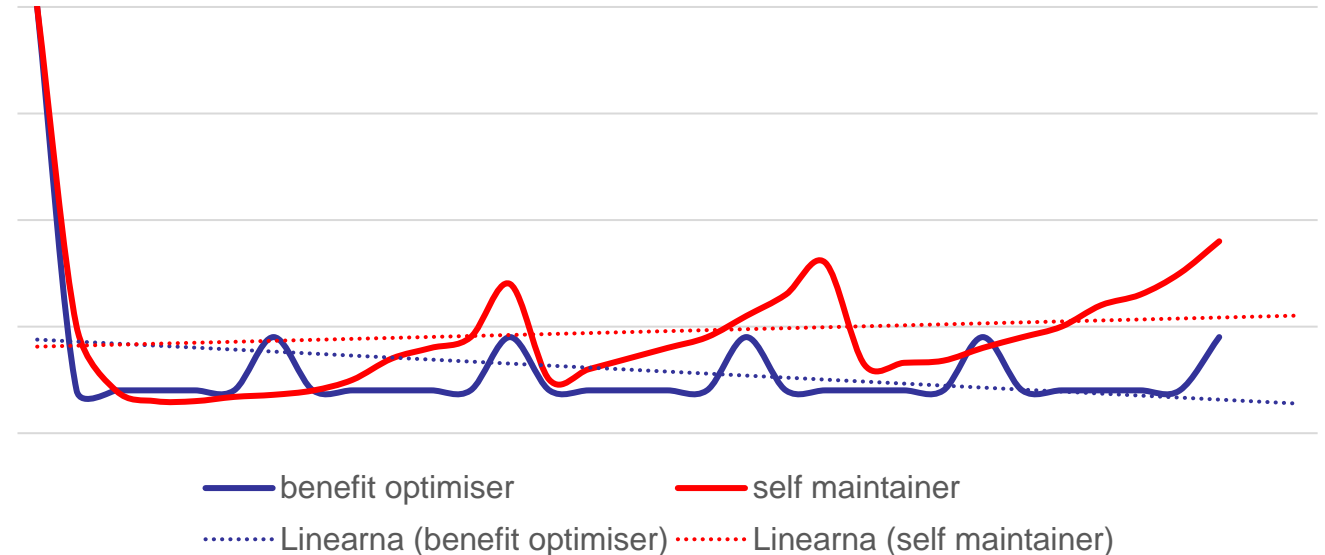


LIFE CYCLE ANALYSIS

Reasons for progressive curve of a self maintainer

- different suppliers
- no focus on indirect costs
- no focus on preventive service
- high investment for service infrastructure
- no cost optimisation through multiple use

Cost curve



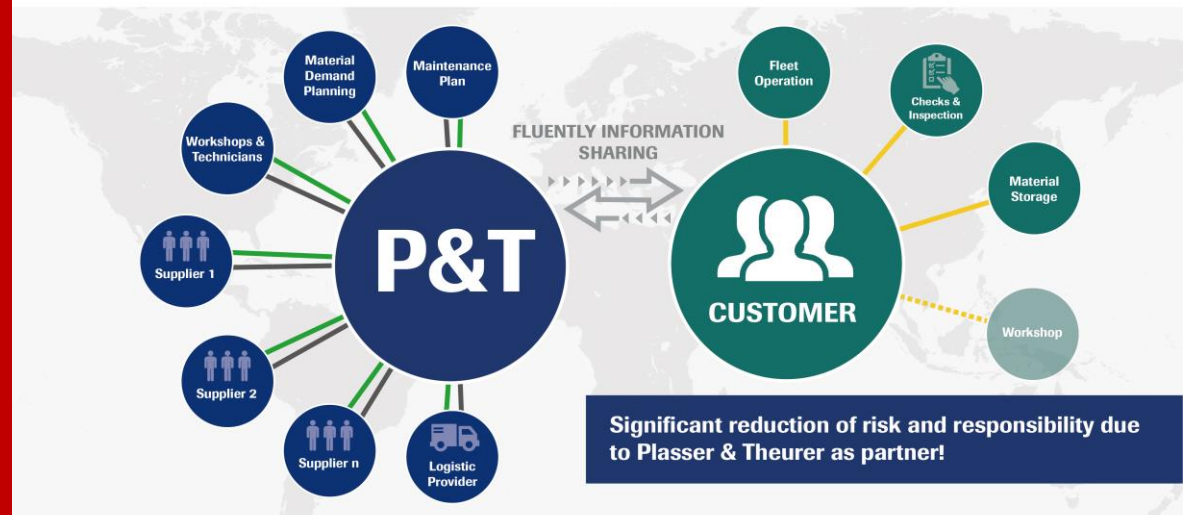
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OPTIMUM BY OUT SOURCING

self maintainer

vs.

benefit optimiser



3. Full Maintenance

HOUSE OF SERVICES



Customer

P&T

Models of Service Partnership

HOTLINE SUPPORT	TECHNICAL SUPPORT	TRAINING & EDUCATION	FULL MAINTENANCE				CHECKS BY CUSTOMER
			BASIC MAINTENANCE			FIELD SERVICE SPARE&WEAR PARTS	
			INSPECTION SERVICE		MAINTENANCE	FIELD SERVICE SPARE&WEAR PARTS	
			FIELD SERVICE	INSPECTION	MAINTENANCE	FIELD SERVICE SPARE&WEAR PARTS	
SPARE&WEAR PARTS							



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