# Modular service concept to optimize performance in process automation

The correct services for every phase of machine and plant life cycles

Waldkirch, April 2018 – Prevention, availability, and quality assurance are the three cornerstones of SICK's modular service concept for process automation. The operators of SICK analysis and process measurement sensors and systems can combine different service modules to create complete tailor-made service solutions. The new Smart Part Management service module allows SICK to manage the plant spare parts warehouse, if required. Upgrade services, extended warranties, and the full operation of sensors and measurement systems as managed services add the ideal finishing touches to the modular service concept.

The analysis and process measurement systems used for process automation in waste incineration plants, power stations, steel and cement works, and plants and refineries in the chemical and petrochemical industries have to meet high standards of precision, resilience, and availability. As a result, the modular service contracts for sensors and systems are individually designed and have a flexible duration. Other optional modules can also be added.

**Preventive maintenance with Remote Service**

Using proactive service measures allows maintenance work to be kept to a minimum and machine availability to be optimized even in complex plants. The preventive maintenance service modules are intended to prevent the possible failure of the sensors and measurement systems. They are based on the Digital Maintenance Manager from SICK's Smart Service Suite, which is a service platform that can be customized for each customer and that represents the entire sensor and measurement system as a "digital twin". It provides plant operators with information about the status of their machines and processes. Another tried-and-tested method of preventing problems is regular training for the plant employees to give them the necessary expertise to manage the measurement systems. SICK Remote Service is a web platform which offers fast expert support from specialists in measurement and application technology at any time via a high-quality, secure Internet connection.

**Fast troubleshooting for maximum availability**

Several modules of the service concept guarantee the rapid restoration of operational status in the event of a fault. SICK's 24-hour helpdesk is immediately available to provide initial help and can reach local specialists from the stand-by service in a very short period of time. They can take targeted measures to resolve the fault quickly. The Condition Monitoring service module also optimizes the availability of measurement systems in process automation. It uses Remote Service to carry out additional tests of the plant at regular intervals and identifies potential threats to its availability. If operators choose SICK's Spare Part Management service, in a worst case scenario faulty parts can be replaced quickly by sensors, measurement devices, and other important components from the plant's spare parts warehouse.

**Quality assurance module offers a range of support options**

Correct measurement results are an essential feature of environmental and process measurement systems to ensure that they comply with legislative requirements, such as emission protection, and to prevent the risk of a possible plant shutdown. The QAL2 Support module helps operators to test the suitability of measurement equipment, to calibrate the standard reference procedures in accordance with EN 14181, and to calculate and assess measurement uncertainty. The QAL3 module provides support for the ongoing monitoring of zero and reference point drift and records the results on the required control charts. The function testing and annual operational check (AST) module helps operators to comply with official requirements and provides the necessary reports. SICK's test gas management module ensures that the necessary test gases are available and provides reference material in the plant.

**Paving the way for managed services**

The modular service concept and the additional individual options allow SICK to provide the correct services throughout all the life cycle phases of machines and plants in the process industry. At the same time, in the context of increasing digitization it paves the way for the introduction of new business models such as managed services, where operators are no longer responsible for plant availability, but instead hand over responsibility to SICK as part of an operator model. The advantages for customers are obvious. They can focus fully on their core business and also benefit from a reduction in investment, capital commitment, and operating costs for the measuring equipment.

Image: SICK\_PR\_24h\_helpdesk\_0070978  
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SICK is one of the world’s leading producers of sensors and sensor solutions for industrial applications. Founded in 1946 by Dr.-Ing. e. h. Erwin Sick, the company with headquarters in Waldkirch im Breisgau near Freiburg ranks among the technological market leaders. With more than 50 subsidiaries and equity investments as well as numerous agencies, SICK maintains a presence around the globe. In the fiscal year 2017, SICK had almost 9000 employees worldwide and achieved group sales of around EUR 1.5 billion.

Additional information about SICK is available on the Internet at http://www.sick.com or by phone on +49 (0) 7681 202 4183.