

## Predictive Maintenance for the OEM

As an OEM manufacturer of critical production equipment, how important is it to monitor your equipment's performance once it leaves your manufacturing floor? Are you or anyone else in your company thinking about it? Is your competitor thinking about it? Better question might be, does your competition care? I say they do....and in a BIG way. It's about information, it's about control, it's about knowledge, it's about creating customer loyalty and it's about your competition knowing more about your installed base of equipment than you do.

In the Internet of Things world we live in, critical data can be transported to experts to review in seconds, right from the plant floor. That data can then be compared, analyzed and delivered back with an actionable response to schedule machines for repair or replacement as production schedules allow. This minimizes the need for storing on-site spare parts, optimizing supply chain requirements, and generally assuring asset availability to keep up with production schedules.

If you are an OEM supplier of pumps, motors, turbines, fans, gearboxes and similar rotating equipment, you should be aware of the major skills gap challenge your customers are either facing now or will be in the near future. Your customers are finding it increasingly difficult to retain and find specialized employees that have the necessary years of experience, knowledge and certifications to keep production assets available and ready. Without access to these experts and their invaluable knowledge and tools, unplanned downtime costs along with lost production are certain to increase.



### Internet of Things to the Rescue

What if I told you the expertise your customers are looking for is available through cloud computing technologies that provide a system and infrastructure for certified analysts to oversee the performance of your OEM equipment. That expertise is available and if you don't take advantage of gathering information about your equipment and its' performance, others will. You could be private labeling a solution to your customers right now. You could also be offering it to your competition's customers and elevating your position in the marketplace by capturing more share through your leadership. You should not only know how your equipment is performing at your customer's site, but also how your competitor's equipment is performing. You can use this information for dispatching spare parts and or service technicians for scheduled rather than emergency repairs.

### Know What's Coming

How valuable would it be to your salespeople to know when a competitor's equipment was beginning to reach its end of life and needed to be replaced? How about your engineering and product development teams? How might they benefit from having near real-time machine performance data at their fingertips? Not in the lab, but in an actual production environment. Customers love this type of expert oversight from their OEM machine supplier. Someone in your field is going to do this. It may as well be you. OEM's should know more about their equipment than their customers who are producing cough syrup, milk bottles, electricity, specialty chemicals, refining petroleum, etc., you get the point. Your customer or your competition's customer just wants their equipment to run properly and be available when needed for production. Who better to assure that than you? If not you, my guess is your competition will be doing it for you. How do you feel about that?

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