



VALVTECHNOLOGIES' SUCCESS STORY

JULY 2020

PRODUCT: VirtualValv Support™

APPLICATION: Remote service, maintenance and repair

LOCATION: Malaysia

INDUSTRY: Power

PLANT TYPE: Power plant



BACKGROUND While the whole world was in halt and majority of commercial flights grounded due to travel bans during the Covid-19 pandemic, OEM expertise remained high in demand. ValvTechnologies was tasked to find an innovative solution to reach its customers remotely, safely and effectively.

CHALLENGE:

A planned outage was originally scheduled to be conducted by the service team based in Chennai India, however, as air travel had been restricted, ValvTechnologies knew

they needed an alternative solution should the situation not improve. Unfortunately, the Covid-19 plight did not change, and air travel bans were enforced.

SOLUTION:

As a result, the service group immediately deployed breakthrough technology: ValvTechnologies' VirtualValv Support™, an on-demand augmented reality tool that connects a certified ValvTechnologies' technician with on-site field personnel for remote maintenance support service. The system was programmed

with all the necessary procedures for full ERV overhaul and dispatched to Malaysia. The service team in India successfully oversaw the repairs, easily troubleshooting issues.

BENEFIT:

During these unprecedented and uncertain times, ValvTechnologies is at the forefront of utilizing technological solutions. VirtualValv Support™ customer benefits include:

- 24/7 site support
- Safe, easy-to-use
- Shortens time to resolution
- Increase in productivity
- Avoid costly downtime

