

## CUSTOMER STORY

## When Lost Revenue Is Measured in Tens of Thousands of Dollars per Hour, You Need a Trusted Partner

This large manufacturer called our account manager in the middle of the night because a turbine control valve on one of their paper machines failed. When one of these machines is down, the lost revenue could be significant—about \$25,000 per hour! Because of the criticality of this valve, the customer normally keeps a few spares in play; two of those spares were in our shop for repairs. While we could have sped up the process, it would not be an immediate solution. Furthermore, according to our inventory records, there was a 3rd spare somewhere at their facility.

### Experitec Took Ownership of The Entire Emergency Situation

Since this customer had been with us for decades, we had a record of all of their valves and quickly learned that this 3rd 'missing' valve was found in one of their offsite storage facilities; however, it had never been recorded at the customer's site. The valve was then installed and the machine was up and running within hours.

Our customer could not have been more pleased. In addition, we repaired one of their two spares (that were at our warehouse) by mid-week, placed it on our own truck, and brought it along with a technician to the customer's site to ensure everything was correct. While onsite, we picked up the failed one that needed to be repaired and took it back to our facility so it could be made ready for the next emergency.



Emerson Impact Partner



## A Spare Pool Program Has Real Value

We frequently recommend a Spare Pool Program, whereby we create a 'virtual warehouse' to store all our customer's spares for critical valves as well as parts that are frequently used or for multiple valves. As part of this program, we test the valves, get certification for that day, and transport it to our customer's facility on one of our trucks or via courier.

## Why Customers Choose Experittec



### We're the OEM

Repairing and maintaining highly engineered critical valves is serious business. Our access to all Emerson construction detail data provides a powerful advantage when troubleshooting your valves—giving us insight into the engineering of the product itself and its repair or modification history. With these blueprints in hand, we can address your repairs better and faster than anyone.



### Dedicated, Certified Specialists

No single plant can possibly hire all of the specialists required to meet these demands. Since many of our technicians are senior level, they not only have a great amount of expertise, but in most cases a long history of familiarity with your applications. When many of our customers experienced a reduction in personnel, we stepped up our support capabilities.



### Our People Are Second to None

Every one of our technicians embodies our core values to be driven, positive, and collaborative. No matter the challenge, you can rely on the Experittec team to efficiently and effectively diagnose, repair, or replace your valves and related devices in order to keep your plant running smoothly and safely.

Experittec has served the industry for over 100 years, partnering with our customers to gain competitive advantages and unlock the hidden potential in their facilities. By optimizing operator and control performance, improving asset reliability, creating safer places to work, and helping clients reach their environmental and sustainability goals, Experittec is dedicated to achieving positive outcomes for the businesses we serve. Our unique long-term partnerships with Emerson and others enable us to connect customers with innovative technologies, subject matter expertise, and 24/7 lifecycle support and engineering services. As employee owners, the Experittec team is eager to partner with you on your next automation or reliability project in a positive, driven, and collaborative way. We have local offices in St. Louis, MO; Kansas City, MO; Memphis, TN; Calvert City, KY; and Decatur, IL; as well as warehouse and service locations in the surrounding areas.