Maximize business continuity while improving the safety of your plant and people
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The world is rapidly changing, creating numerous challenges to manage your industrial operations.

**Workforce shift and knowledge management**

Millennials will occupy 75% of the workforce by 2025. Companies will need to adapt to fulfill their expectations.

**Digital transformation**

Digital is having a significant impact in the sector as companies seek to use new technologies to improve productivity and margins.

**Fluctuation in energy availability, cost and quality**

Despite efforts to improve energy efficiency and reduce costs, overall energy usage is rising.

**Cybersecurity**

A risky combination of an increasingly connected world and greater complexity in a company’s digital landscape. 54% of mining and metals companies have had a cybersecurity incident in 2019.
New technologies drive huge benefits

Smart sensors, real time information, artificial Intelligence engines, software driven analytics, sustainability platforms, technology as a service - all of these are driving new opportunities for your business.

Digitization could bring €298B in additional value to companies in the resources industries between 2016 and 2025 by means of productivity gains, cost reductions, and fuel and energy savings.

Source: World Economic Forum / Accenture
Keeping your operations running at peak performance is a daily challenge.

- Aging installations
- Dangerous environment
- Commodities fluctuations

Market trends and challenges
Services partnership
People and plant safety
Operational efficiency
CAPEX/OPEX prioritization
Our promise
Customer voice
We understand your challenges and can help address them.

**SAFETY**
Ensure safety of People and assets in a dangerous environment.

**OPERATIONAL EFFICIENCY**
Improve business continuity by reducing downtime.

**CAPEX - OPEX**
Prioritize your choices in a versatile and digital environment.
Our position is unique to best serve you

- Field Services leadership in Low & Medium Voltage and deep domain expertise in Cement, Mining, Glass and Steel industries
- Global company and local presence
- 24/7 support
- Best in class products with significant Installed base in Mining, Cement, Glass and Steel
- Strong capabilities in Asset Management, Safety, Cybersecurity, Operational and Energy Efficiency

6,650+
Field Service Engineers worldwide

430+
Service Centers

532 000
Connected assets
EcoStruxure™ Architecture

**Apps, Analytics & Services**
- AVEVA Software
  - Engineering Planning & Operations
  - Asset Performance Monitoring and Control
  - EcoStruxure Profit Advisor
  - EcoStruxure Control Advisor
  - EcoStruxure Power Advisor
  - EcoStruxure Resource Advisor
  - EcoStruxure Augmented Operator Advisor

**Edge Control**
- Magelis
- Modicon
- EcoStruxure Hybrid DCS
- Foxboro
- EcoStruxure Power SCADA Operation
- EcoStruxure Substation Operation
- EcoStruxure Power Monitoring Expert

**Connected Products**
- Process Instrumentation
- Altivar
- Okken & Blokset IP MCC
- Premset
- MV Switchgear
- E-House
- PowerLogic
- Easergy T300
- Galaxy, Gutor
- SmartShelter
- Micro Data Center Xpress

*The Schneider Electric industrial software business and AVEVA have merged to trade as AVEVA Group plc, a UK listed company. The Schneider Electric and Life is On trademarks are owned by Schneider Electric and are being licensed to AVEVA by Schneider Electric.*
Our capabilities to serve your specific needs

Field Services

We have the right field services to serve you throughout the entire asset lifecycle. We help you improve equipment reliability and safety.

Top Digital Services Practices

Our proven digital services practices help you improve total cost of ownership and achieve operational efficiency.
NO COMPROMISE ON SAFETY
We help you ensure the safety of your people and equipment
Commissioning

Your needs:

- Certify the reliability and safety of your equipment
- Full understanding of the new equipment
- Fast support
- Have a single point of contact during on-site work

WE CAN HELP YOU

- Ensures your performance and design using on-site testing & commissioning as well as tools and procedures
- On-site recommendations for set-up, operation and maintenance
- Cut installation and lifecycle costs
- Ensure systems operate to manufacturer’s specifications
- Minimize risk of failure
Arc-Flash solutions

Your needs:

• Safety of your people and installation
• Reduce shutdown risk, minimize damage, and optimize maintenance efficiency
• Comply with the most stringent global regulations

WE CAN HELP YOU

• Over 100 licensed Schneider Electric professionals
• Arc-Flash & Safety Risk Assessment
• Arc-Flash Hazard Analysis
• Arc-Flash Mitigation study
• Technologies to mitigate Arc-Flash risks (e.g. VAMP)
MPS Walkthrough
Maintenance Performance Safety

Your needs:
• Maximize safety
• Improve performance
• Mitigate failures
• Identify obsolescence
• Prioritize investments

WE CAN HELP YOU
A one-day audit of your installed base that yields significant insight
• Quick and cost effective assessment of your electrical system health and status
• Get a detailed hierarchy of your electrical equipment
• Receive detailed characteristics and findings related to safe work practices and standards compliance
Training

Your needs:
- Reduce risks during operations
- Maximize plant availability and utilization
- Reduce the cost of insurance

WE CAN HELP YOU
- Electrical Risk Prevention E-learning
- On-site training with our critical power and cooling systems
- Tailored training solutions to get the most out of your Data Centers
- Operator Training Simulators
- Immersive training with haptic VR
We help you achieve operational efficiency in your plant by reducing downtime.
Spare parts

Your needs:

- Reduction of downtime and restart time
- Having access to the right parts at the right time
- Comprehensive information to fix parts in appropriate conditions

WE CAN HELP YOU

- Spare parts availability 24/7
- Prioritization of equipment that results in recommendations for necessary stock
- Equipment obsolescence management for smooth transition and assurance of spare parts availability beyond commercialization
- UPS battery replacement

+ More information
Maintenance

Your needs:

• Reduce unplanned outage
• Anticipate potential problems
• Schedule time for shutdown when operating 24/7
• Manage maintenance cost
• Keep equipment at optimal performance for as long as possible
• Keep both equipment and people safe

WE CAN HELP YOU

• OnDemand maintenance
• Service Plans for preventive maintenance including diagnosis and corrective maintenance with reactivity commitment for your equipment
• Digitize with Advantage Service Plan Connect: digital connectivity with EcoStruxure Asset Advisor
• Remote expertise as part of your operations team for a faster issue identification and resolution
Modernization

Your needs:

- Extend asset life
- Fast and reliable replacement of obsolete components
- Extend reliable life of your modular UPS
- Maximize reliability and productivity
- Enhance cybersecurity and safety
- Leverage IIoT capabilities

WE CAN HELP YOU

- Upgrade or migrate your PLC and LV/MV Drives to improve productivity and protect your technology investment
- Quickly replace aging electrical equipment with ECOFIT
- Refresh UPS and Cooling System: a replacement solution with the latest and most adapted equipment
- Modular Power Revitalization Service: preventive replacement of critical components to extend the reliable life of a modular UPS

+ More information
Field Services
Optimize day-to-day operations with smart alarming

Maintenance Excellence
Make smarter decisions with our predictive asset analytics maintenance

Asset Optimization
Get optimal levels of output and actionable recommendations from our Service Bureau experts

-25% unplanned downtime
-50% maintenance costs
-30% energy savings

EcoStruxure Asset Advisor
A 24/7 cloud-enabled monitoring service for your critical equipment.

- Preventive – anticipate maintenance and manage day-to-day operations through smart alarming
- Predictive* – Manage critical asset performance and safety through predictive analytics
Up to 50% Reduction in maintenance cost

GO DIGITAL
We help you drive your digital transformation and optimize CAPEX and OPEX budgets
Audit & assessment

Your needs:

- Ensure reliability of your installation
- Reduce failures
- Manage maintenance and modernization costs
- Global multi-site management

WE CAN HELP YOU

- A site-wide electrical installation assessment to define an improvement & risk management program
- Make optimal use of operational budgets and provide short term and long term strategies for your industrial automation system
- A solution across multiple sites and regions
Augmented Reality
EcoStruxure Augmented Operator Advisor

Your needs:
• Reduce downtime
• Speed up operation and maintenance
• Reduce human errors

WE CAN HELP YOU
• Augmented reality for instant diagnosis and contactless maintenance
• Real-time information at your fingertips, whenever and wherever it is needed
• Enabling operators to superimpose the current data and virtual objects onto a cabinet, machine, or plant for improved operational efficiency
Strong capabilities in cybersecurity for your operational life cycle

- **Assess**: Consulting, risk assessment, gap analysis
- **Design**: Secure architecture solution design
- **Implement**: Security control (hardware and software) implementation
- **Monitor**: Proactive monitoring of network and host security devices
- **Maintain**: System upgrades, patches, awareness and incident response

**Train**
- Security awareness
- Security engineer
- Security administrator
- Advanced expert

+ More information
Our promise

The deep domain expertise of our dedicated services people can help you achieve operational excellence through on site and remote reactive support, consulting services and predictive maintenance with no compromise on safety.
Customer’s voice

“The maintenance program we have adopted has reduced failure significantly, which means our productivity has also improved.”
—Maarten de Vries, Senior Electrical Engineer

“Our relationship with Schneider Electric is far larger than a single project and we’ve developed a close partnership with them over the past 20 years. The team has a detailed understanding of our organization and the challenges it faces, which means they are well prepared to support us in complex project rollouts and ensure we get the best possible outcomes.”
—Mark Mills, Electrical and Mechanical Manager

“The initial timeline for the upgrade was far shorter than what a traditional approach would have been yet the team still managed to complete it early, even completing a second 100% check-out in the field. Getting back online early granted us two full extra days of production.”
—Dave Caldwell, Tech Center Subject Matter Expert
Are you ready to start your Services Journey?