



ENERGY-EFFICIENT SOLUTIONS ARE THE NEW NORM

In recent times, energy prices have soared worldwide across a variety of industries due to various reasons. This has meant that in order to maintain financial security and remain competitive, companies have had to reassess their priorities when it comes to the purchase of solutions for their operations. As you will discover, our client is one such business that has made the procurement of low-cost and crucially low-energy solutions a principal concern for their maintenance and service operations. As a result, providers such as Milton Roy have taken notice and have committed to offering the most efficient and cost-effective equipment.

A Bright Future

In conclusion, it can be said that our collaboration with the client was a resounding success. As a benefit of our high quality and fast service, and despite the many challenges we faced, we were able to deliver on all our promises to the customer and provide an energy-saving solution complimented with strong aftermarket support. Our support helped the customer ensure a timely Factory Acceptance Test (FAT) of \$2m for the end user. Due to the quality of the aftermarket service demonstrated by Milton Roy time and time again, the client has stated they will consider this an influential factor for future orders. Offering a wide range of available devices and vacuum pump expertise, the Milton Roy team has created a strong entry barrier for competitors. We hope to continue building a long-lasting and successful relationship with this satisfied customer.

CASE STUDY

Milton Roy Provides Cost-Effective & Energy-Efficient Solution for Oil & Gas Leader

THIS PHILOSOPHY IN PRACTICE

Our client, a Middle East based industry leader in integrated package solutions, is renowned for providing value maintenance services to maximize the return on investment for their customers. Since 2000 they have been providing service and maintenance for oilfield equipment and installations of various NOC's, IOC's & EPC contractors in the Middle East and North African oil and gas fields and are now a well-established integrator and manufacturer in the region. Given the requirements of energy-efficiency for a global leader with high operational costs, it was paramount that we ensured a high-efficiency and low-cost solution.

An Experienced Provider

Over years of collaboration with the customer, Milton Roy established a well-earned reputation in the industry. With prior usage of our products and an overwhelmingly positive experience with our aftermarket support team over the last few years, the customer felt confident in choosing us to deliver a solution for their needs. With no local support to fix the problem, the customer approached us to repair the Actuator Capacity Controller (ACC) that was not working effectively. To assist the customer, we swiftly mobilized our Authorized Service Center (ASC) but unfortunately the issue was too technical for them to handle on their own. While they were willing to support and ensure that the customer was satisfied, they needed Milton Roy's technical experience to help resolve the issue effectively.

An Effective Solution

Initially the discussion was for a full ACC replacement with the support of our ASC's Field Service Engineer on site to ensure a smooth transition. The client, however, concluded that the expected completion time of 6-8 weeks would be too long, and that the work would ultimately be too expensive for their budgetary requirements. After consultation with our team of experts, we found a solution to this issue whereby we would provide video support via a tutorial to explain to our ASC how to repair the actuator, without the necessity for a full replacement. This was not simply a video call, given the language barrier introduced the risk of miscommunication, but a comprehensive tutorial which explained how to carry out repairs in full. This meant that our ASC was able to carry out repairs within an hour, saving 6 weeks of time and a savings of approximately €10,000 (\$10,784 USD) for the client.