

# Power Provider Reduces Response Time and Cost with Virtual Field Assembly and Commissioning Support

## RESULTS

- Commissioning started in late 2020, saved \$20,000 in travel costs
- Use of local service provider in Asia improved response time
- Remote Assistance of factory Certified Individual created pathway to meet contract requirements

## APPLICATION

Pressure Relief Valves

## CUSTOMER

Power producer in Southeast Asia

## CHALLENGE

An OEM customer required commissioning of 26 pressure relief valves on-site spread across two units in Southeast Asia. The scope of this commissioning required a service technician to travel to complete this work. However, due to COVID travel restrictions and delays in the start-up, the customer was looking for alternative solutions to minimize travel cost, labor associated COVID quarantines and quick responses to support last minute changes occurring at the site. Historically, this work would require one trip to assemble all the valves and one or two more trips to complete the field testing.

## SOLUTION

Emerson's solution included using our local service provider to perform the on-site assembly and testing along with remote assistance support to satisfy the customer and regulatory requirement for factory oversight. By utilizing a local service provider, we were able to respond in real-time to the many schedule changes eliminating standby cost associated with a factory resource, quarantine cost required for each entry and exit to and from Asia. Remote Assistance allowed Emerson to support these schedule changes without travelling to the site.

## RESOURCES

Remote Assistance Flyer  
Remote Assistance Demo Video

### Emerson Automation Solutions

#### Americas

T +1 800 558 5853  
T +1 972 548 3574

 [webadmin.regulators@emerson.com](mailto:webadmin.regulators@emerson.com)

 [Emerson.com](https://www.emerson.com)

#### Europe

T +39 051 419 0611

 [Facebook.com/EmersonAutomationSolutions](https://www.facebook.com/EmersonAutomationSolutions)

#### Asia Pacific

T +65 6777 8211

 [LinkedIn.com/company/emerson-automation-solutions](https://www.linkedin.com/company/emerson-automation-solutions)

 [Twitter.com/emr\\_automation](https://twitter.com/emr_automation)

#### Middle East / Africa

T +971 4811 8100



*Onsite commissioning of safety valves supported by real-time oversight support from Emerson subject matter experts reduced costs by \$20,000.*

