

# SECO/WARWICK - EXCELLENCE IN SERVICING

## INTERVIEW WITH ROBERT KUCHARSKI

SECO/WARWICK is a company that has always had a special interest in new technologies. The company is known for their revolutionary heat processing approaches like ZeroFlow® or UniCase Master® as well as the development of the technology for simplifying and reducing the cost of graphene manufacturing - a breakthrough on a global scale, not only for the automotive industry, but for aircraft and aerospace applications as well.

Recently, the company has established a new subsidiary to offer professional services in addition to retrofits. Robert Kucharski, Managing Director of SECO/WARWICK Services will talk about the new sister company that was established to intensify efforts in the provision of a complete service offer.

### **Q: Why is the Professional standard of services so important?**

Servicing equipment during a breakdown is the worst possible scenario. Breakdowns are unexpected, surprising and always at the wrong time. We help our customers to deal with these situations and improve overall equipment reliability by offering comprehensive support services. The SECO/WARWICK engineering team has the knowledge and experience to manage fleets of equipment for heat treatment processes in a planned and professional manner, regardless of the equipment manufacturer. The solutions we offer are universal, because they are based on best practices for failure prevention in the best sense of the word. **Professional Services by SECO/WARWICK is more than the repair in case of failure.** We understand how the equipment works, increasing uptime with the help of automated process maintenance, support system architecture and technology solutions for renovation, modernization and relocation. In addition, we provide preventive maintenance inspections and the subsequent preventive measures, with advanced tools in the field of metering and reporting.

### **Q: How does it work?**

As part of the SECO/WARWICK Group, SECO/WARWICK Services (SWS) is operating as a professional support group on an international scale.

SECO/WARWICK Services specializes in:

- ▶ Modernization of management systems
- ▶ Modernization of technology, upgrading equipment to implement new processes,
- ▶ Equipment start-up
- ▶ Repairs and modernization
- ▶ Equipment relocation

- ▶ Prevention programs - Service Agreements
- ▶ Services (installation of spare parts, replacement of insulation, burner adjustments, updating equipment to necessary standards, etc.)
- ▶ Sale and replacement of spare parts

The main objective of SECO/WARWICK Services is to deliver a constant 24/7 emergency support, maintenance and service to all clients globally. We are going to utilize our years of knowledge in the industry, teams of engineers and experience from our global presence to provide constant surveillance of processes and machineries to ensure profitability of all our clients.

**Q: Nowadays, in the era of ubiquitous digitization, customers can choose the best product made by various manufacturers and offered by numerous vendors. What, then, distinguishes SWS from other service providers?**

SECO/WARWICK Services is distinguished by our employees who possess excellent technical knowledge, our openness to customer needs, but above all, by the complexity of our service package which consists of three pillars: SECOLUTION, SECONOMY and free service visits.

**Q: What is SECOLUTION?**

SECOLUTION = Efficiency Improvement

SECOLUTION provides the capability to optimize workflow and provide advanced process data analysis and other necessary information that enables the user to know the level of energy consumption, equipment status or inspect the progress of the work. Secolution allows users to view historical and current alarms, events, trends and processes. Interestingly, it enables users to access data, reports or statistics via a web browser from any mobile device. Thanks to SECO/WARWICK SECOLUTION, analysis of heat treatment processes may be simplified.

**Q: What is the role of digital technology in your service organization?**

Apart from workflow optimization, the SECOLUTION package offers advanced tools that improves overall process efficiency:

For example, **Energy Demand Management (EDM)** is an advanced tool by SECO/WARWICK that identifies sources and consumers of energy, supporting customers in optimization of energy utilization policy.

Another one is the **Optimizer**. A program that monitors the heating and cooling times of various loads and automatically manages the loading and unloading of multiple furnaces thereby measurably reducing the costs associated with the use of the entire line by minimizing equipment idle time and maximizing equipment utilization schedules.

For measuring the actual availability of a piece of equipment, and for more effective equipment utilization and maintenance planning there is the **Overall Equipment Efficiency (OEE)** tool.

**Additionally**, we offer a system that capitalizes on recent advances in Industry 4.0 or the Internet of Things (IoT); the **Computerized Maintenance Management System (CMMS)**, which includes two control units to collect and analyze data from smart sensors located on the equipment. Sophisticated software algorithms running in real-time mode allow for the detection of potential failures before they actually occur. With the ability to access the system on any smart device, management can receive remote notifications, reports, and help troubleshoot alarms. This CMMS package can be installed and implemented on nearly any device.

Last, but not least, is the **Manufacturing Execution System (MES)**, that works by analyzing key performance indicators, helps top managers to make the best decisions to maximize the overall manufacturing process.

**Q: How can this service package save money?**

For those who are searching for savings and want to be environmentally friendly, SECO/WARWICK Services has prepared the SECONOMY package. **SECONOMY** is a unique offer designed for companies that seek to reduce production costs and emissions. It is a program of heat treatment equipment modernization through upgrades: the replacement of insulation, upgrading heating systems, fuel switches, modernization of the control system and using waste heat recovery for heating buildings and utility water. All of these upgrades are designed to meet the needs of customers and comply with strict environmental regulations that increasingly impose requirements for manufacturers to reduce both energy consumption and pollutant emissions. **SECONOMY** is therefore an offer directed to companies with heat treatment equipment manufactured more than 10 years ago that is still in service, looking for solutions to reduce production costs and emissions.

**Q: Why is this offer so unique?**

*Our offer is primarily complex. It covers all aspects of the operation of devices: loading, work, stop, alarms, consumption factors, the use of existing resources. We look at the heat treatment department as a whole, and thanks to the experience and knowledge collected over the years, we can offer products best suited to the real needs and possibilities of the customer.*

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Apart from SECONOMY and SECOLUTION, the SECO/WARWICK Services portfolio also includes free service visits. The third pillar distinguishing SECO/WARWICK Services from other service providers, are free service visits. Our customers can benefit from the knowledge and support of experienced and skilled workers in the field of maintenance for heat treatment equipment. This unique offer is available for any company owning furnaces to take advantage of the range of production options offered by the SECO/WARWICK Group.



**Q: How will this new company enhance SECO/WARWICK’s service offer?**

Hitherto, SECO/WARWICK was focused on providing new equipment to customers with support services for emergencies. Whereas the new development strategy of SECO/WARWICK Services is based on the extension of the offer by adding preventive work, activities in the field of maintenance based on advanced automation, analysis and reporting. SECO/WARWICK is aware that a properly conducted policy of maintenance is crucial. Due to the fact that the cost of possible losses resulting from a badly conducted heat treatment process is so high, it is critical to ensure the continuity of the production process. We strive to meet the client's expectations for high equipment availability and reliability. This is the philosophy for SECO/WARWICK Services: Our engineers are available in every corner of the world, 24 hours a day, 7 days a week.

**Q: What is the role of SECO/LENS?**

The SECO/WARWICK Services offer, unique in the industry, is reinforced with cutting edge technologies used in our new product portfolio. One of the best examples is our introduction of SECO/LENS, Microsoft’s HoloLens augmented reality technology, one of the first in the world, and the first in heavy industry. Recently, our company has been working on this SECO/LENS application, which uses the holographic technology to conduct training, maintenance, operations and service capacities. Through the use of augmented reality technology, SECO/WARWICK we will be able to reduce the cost of maintenance and service, speed up and facilitate the diagnostic process and provide independence and mobility solutions.

## Robert Kucharski

Managing Director of SECO/WARWICK Services

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**Robert Kucharski** graduated from the University of Economics in Poznan. His career has been focused on working for large industrial companies in the automotive industry. Since 2005, he has been associated with SECO/WARWICK. From the beginning, Robert was dedicated to the development of sales on the German market. In 2008, he was appointed the Director of the Product Department, gradually increasing sales and profits for the department, and emphasizing the importance of the expansion of the professional services portfolio at SECO/WARWICK Europe. In January he was promoted to the Management Board as Managing Director of SECO/WARWICK Services.