



Online Field Service

Secure continued uptime through remotely guided service steps

Alfa Laval Online Field Service brings you live support from Alfa Laval experts who remotely guide your engineers to a solution. This 24/7 service, available anywhere in the world, can help you minimize or completely avoid downtime.

Why Online Field Service?

Resolve issues fast

Service lead time reduced by 80%

Shrink CO₂ footprint

Emissions reduced by 400 kg

Keep costs low

Service cost reduced by 60%





How does it work?

Alfa Laval Online Field Service offers a quick path to a solution while working remotely, with no training required. It uses merged reality to create a live environment where dialogue, hand gestures, still images, telestrating (digital sketching) and real objects inserted into the view can guide service actions.

After the online session, you receive a service report that summarizes the findings, root cause analysis and recommendations. If an onboard visit is required, the online consultation is free of charge and the visit will be optimized by the information already gathered.

Using Alfa Laval Online Field Service, you receive quick and cost-effective support with a very limited CO₂ footprint.

What do you receive?

- Fast support, independent of vessel location
- Direct access to Alfa Laval service experts
- Easy and low-cost troubleshooting with live step-by-step guidance
- Very small carbon footprint – no travel required
- A detailed report, including important findings and recommendations for corrective actions, improvements, upgrades, etc.
- Reduced administration cost through subscription packages

Requirements

- Internet where the equipment is located
- A smartphone, tablet or computer with a camera
- Headphones with microphone



Scope of service

We offer Online Field Service for troubleshooting of Alfa Laval centrifugal separators and PureBallast systems.

Pricing

Contact Alfa Laval to learn more about available offers. Customers with Service Agreements benefit from even lower rates.

How to contact Alfa Laval

Up-to-date Alfa Laval contact details for all countries are always available on our website at www.alfalaval.com

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