

Responding to growing demand

RESPONDING TO GROWING DEMAND

# TIAMA

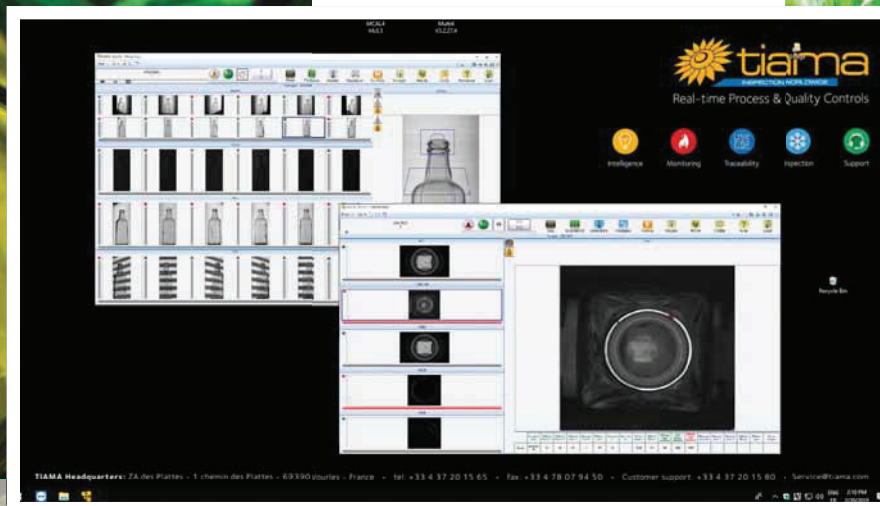
## A full range of services to meet customer satisfaction

**Romain Lechiffart**  
SERVICES BUSINESS DEVELOPER

In response to the growing demand of services from its customers, TIAMA created a special Service Department in 2016. With a team of 70 engineers (speaking 15 languages) all over the world, and seven technical area managers, TIAMA is now organized to meet all the requests in terms of maintenance, training, technical assistance, audit, etc., and can also rely on all the remote assistance tools offered by the company. By improving key customer indicators, TIAMA also ensures that its range of services offer the best payback possible.

### WHAT CAN GLASSMAKERS EXPECT FROM TIAMA SERVICES?

Each day of service sold to customers must be designed to improve the final quality of the production process. Four major indicators can be enhanced:





Services are an essential part of any company, and being able to respond to this ever growing demand is fundamental. With services covering maintenance, training, technical assistance, audit, and much more, Tiama also ensures that its range of services offer the best payback possible.

resorting rate, final customer claims, machine uptime and false reject rate.

The goal that Tiama and its customers want to reach together is to improve one or more of these indicators, for each day of service performed. Each progress, however small, will not only lead to a quality gain, but also to financial savings for the customer.

#### HOW DOES TIAMA MEET THESE EXPECTATIONS BY GUARANTEEING GOOD PAYBACK?

There are three ways to provide service to customers:

1. On request: for example one week of training, a technical audit, preventive maintenance... TIAMA provides this 'one shot' service, making sure afterwards that it has helped the customer on his pain points: skills improvement,

identification of upgrades to be achieved, spare parts to be replaced, drawing of action plan to be scheduled... All these improvements will be a gain for the customer.

2. Service contract: the second way to provide continuous service is through the Service Contract. These are the same services described above but articulated in a programme of solutions or services to be performed over a given period of generally one or two years. Each service contract is associated with a Quality project. Upon signature of the contract between the customer and TIAMA, the Services program is defined jointly. It usually contains several visits throughout the year, in order to ensure regular presence and to anticipate failures as soon as possible. These contracts may include technical or per-







formance audits, continuous training to compensate the team turnover for example, preventive maintenance, technical support... All visits are followed by a Service Contract Leader to define and monitor quality projects, and to drive the customer to progress along the priority axes defined at the beginning. This is the best way to track the effectiveness of the service contract, and thus its profitability.

In April 2020, TIAMA counts 41 service contracts, representing over 1,000 machines under contracts, and 1,000 contract-service days performed annually. **Today the average Return On Investment of these contracts is eight months, for a one-year contract.** The year-to-year contract re-signing rate, close to 95 per cent, is a

proof of customer satisfaction.

3. **Service solutions:** Complementary to the two previous solutions, TIAMA, is now developing tools with dedicated engineers, to improve glassmaker's daily life. Three of them:

- **Online quizzes:** multiple choice question tests on different machines, for several levels (operator, adjuster, expert) enabling our customers to evaluate their teams in order to choose the most adapted training programs.
- **Simulators:** Available for MULTI4, MCAL4, or ICARE, the simulators are virtual machines, on which customers can train. They can either work on exercises by training on settings for different detections, but it is also an interesting tool for



customers to optimize the production by testing settings on their real images without risking interfering on the current production. Simulators are a good tool to find the best adjustments and improve skills of operators and adjusters.

- **SPOC:** these Small Private Online Courses are a series of 30 explanatory videos about MX4 (operation, maintenance, job change...), followed by a quiz to validate the understanding of the trainees. They are available in any customer language. Customers can train how many times as they

want, anywhere. Customers can also receive training on demand, tailored to their production constraints.

All these tools can be included in a Service Contract.

### WHAT ARE TIAMA'S SERVICES FOR TOMORROW?

TIAMA is becoming increasingly engaged in the path of predictive maintenance as part of the development of its Smart Factory strategy. This type of maintenance makes it possible to anticipate the occurrence of failures on machines according to data relating to their working state. Thanks to an agent installed on the machines, real-

time data can be collected and analysed. Then, real-time monitoring of indicators such as card/board temperatures, disk storage capacities, or the percentage of RAM used, allow TIAMA to anticipate future problems with e-mail notifications, thus saving on OPEX. This solution called Tiamo E-connect, is a secured solution that has been approved by Orange cyber defence and is already being tested and widely approved by some glassmakers.

TIAMA is committed to the continuous improvement of customers' work, by supporting them and creating innovative solutions. All these services, solutions, tools, whether included in contracts or not, are designed with the goal to help customers make the most of their investments by supporting them to use their machines at the best of their potential in order to have the best production possible.

Each service is delivered with the aim of increasing daily work and improving its profitability. ■



#### TIAMA

ZA des Plattes  
1 Chemin des Plattes  
69390 Vourles - France  
Tel. : + 33 4 37 20 15 00  
E-mail: [marketing@tiama.com](mailto:marketing@tiama.com)

[www.tiama.com](http://www.tiama.com)



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