

CASE **STUDY**

HAYLEY DEXIS

**INTERVENTION
PREVENTS COSTLY
DOWNTIME AT
EUROPEAN-WIDE
CARDBOARD
PACKAGING PROVIDER**

CS007



HAYLEY
DEXIS

HAYLEY DEXIS DRIVES // PAPER & PACKAGING

Focus on **value**

**TRACK
UP**

THE SITUATION

A fault within a drive unit on the client's brand-new rotary converting line had caused a complete halt to operations. The Northamptonshire cardboard packaging plant was facing considerable lost revenue into the hundreds of thousands of pounds.

The USA-based OEM was taking a long time to return to the client with a workable solution, costings, and crucially, a lead time for a replacement drive unit.

THE SOLUTION

The customer needed a solution that would meet their incredibly time sensitive requirements. A HAYLEY DEXIS representative was already on-site, and therefore, well-placed to act quickly. He used HAYLEY DEXIS' manufacturer and network relationships to source and supply a replacement Siemens unit. Within just 22 hours, HAYLEY DEXIS' repair partner had collected the old unit and supplied a new one. The customers' parameters had already been extracted and uploaded to the new unit, to help with a seamless transition.

KEY VALUE AREAS



SERVICES



INCOME

Four days after the new HAYLEY DEXIS-supplied unit was installed, the OEM returned to the customer with a quote.

THE RESULT

The intervention and rapid action by HAYLEY DEXIS and their specified repair partner saved the customer around 8 whole days of downtime in total.

The customer's Engineering Manager estimated that this period of downtime on the line affected by the breakdown, would have cost the company about £108,000 in lost production.

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THE FIGURE THAT
HAYLEY DEXIS
ENABLED THE

CUSTOMER TO
SAVE TOTALLED
£90,790.

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Factoring in the cost of the HAYLEY DEXIS repair, including programming, along with the twenty-two hours downtime experienced, the figure HAYLEY DEXIS enabled the customer to save totalled £90,790.

CONTACT US!

Speak to your local HAYLEY DEXIS branch today!

You can find their details by using our online Branch Finder tool:

www.hayley-group.co.uk/branch-finder.

KEY BRANDS



SIEMENS

Siemens

KEY RESULTS

Extended period of operational downtime avoided.

Revenue losses of £108k prevented.





HAYLEY

DEXIS