

Success stories

M-real Simpele chooses ABB for remote support

Client: M-real Simpele

Location: Simpele, Finland

Scope of delivery: Remote support for ABB drive system



When the M-real Simpele mill needed accurate, swift and consistent support to meet a wide range of technical needs, mill personnel turned to ABB for remote service. One of the only suppliers offering remote service for drive systems, ABB's support saves time and improves efficiency for papermakers.

In 2006 the M-real Simpele mill, located in Simpele in southeast Finland, rebuilt their board machine – and ABB supplied the drive system and an electrification solution. Mill personnel chose to include remote support with ABB's product delivery. Two years later, ABB's remote support service has become an essential part of the Simpele mill's success.

"We would not give up remote support," says Timo Kero, the supervisor responsible for the Simpele board machine's automation. "We can now get quick, expert support in problem situations and deviations. With the help of remote support some software modifications have also been done."

From modifying software to tuning drives

ABB's remote service provides responsive and expert customer support. Typically, the service is used to assist mills with solving problems; software modification and enhancement; and tuning drive systems.

ABB support staff includes experienced software and product development specialists as well as commissioning engineers.

It's easy for paper mills to get started using ABB remote support. All they need is an Internet connection and standard equipment. A software package installed on the drive system maintenance PC ensures the confidentiality and integrity of the information.

Remote support for the warranty period is included in ABB's drive system delivery. After this, most mills sign a Remote Support Service Agreement with ABB for continuing support.



According to supervisor Timo Kero, the new ABB technology dramatically decreases the need for service and maintenance at the M-real Simpele mill.

Simpele's new drives

Simpele's new ABB Direct Drive System includes permanent magnet motors, ACS 800 frequency converters and gearless drives. Before the rebuild, the mill had a DC Drive System.

"Previously, the DC systems needed service every three weeks. Now with DC motors, gearboxes and tachometers eliminated, the service and maintenance amount is dramatically decreased thanks to the new technology," says Kero.

ABB also delivered a Data Logger system that combines the remote support and history data of the drive system to offer detailed data analysis.

The production capacity of the Simpele mill's board machine was increased to 215,000 tons and its maximum speed was upped to 800 meters/minute. The investment was designed to increase the mill's production capacity, improve product quality and strengthen global competitiveness.

Fast response

Remote service keeps the Simpele mill running smoothly by providing knowledgeable support as soon as it's needed.

Kero says that the Simpele mill obtains fast response from ABB's Service Center located in nearby Lappeenranta. Complex support issues are handled expertly out of ABB's Center of Excellence for drive systems in Helsinki, 300 kilometers from the mill.

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