

**1ST
ISSUE!**

NITREX

SUMMER 2021

AFTERMARKET EDITION



**THE
AFTERMARKET
OF TOMORROW**

**WHY YOU SHOULD TAKE
DATA-DRIVEN DECISIONS**



**WE ARE ONLY
AS GOOD AS
THE SUPPORT
WE PROVIDE
FOR THE
PRODUCTS WE
MANUFACTURE.**

A WORD FROM TONY

I'm almost a year into this job and I couldn't be prouder of Nitrex Aftermarket. From a Global Technical Support team, to a Technical Customer Support group, to an expansion of our global services and components catalogue, the future is bright for our team and our customers.

We've fine-tuned our Aftermarket approach to reflect not only our commitment to our customers' current needs but their future needs as well. The past 12 months have been especially productive and I want to thank everyone who played a key role in this production. Nitrex is a team-driven organization, and I am grateful for all the support.

With over 80% of the workforce being long-standing team members across a global network, our family of experienced professionals is dynamic and committed. We've been providing unparalleled support to the heat-treating community for over 35 years. Now we're ready to take it one step further by offering global product and service life-cycle support, leveraging our unparalleled technical expertise, and providing global solutions.

As an industry leader with over 24 years' experience, I am passionate about all aspects of the Aftermarket business. My M.O. is: We are only as good as the support we provide for the products we manufacture.

The following articles cover various topics of interest, including our commitment to Aftermarket, maintenance, safety, predictive analytics, and IIoT applications. Nitrex is focused on monitoring and predicting operational behaviour, putting YOU in full control of your maintenance strategy.

I thank you for your interest and look forward to communicating with you in the very near future.

A. Karadimas

VP, Global Aftermarket Sales / tony.karadimas@nitrex.com

THE AFTERMARKET OF TOMORROW

What does the NEW aftermarket look like?
And how can it help boost your furnace performance
and prolong the lifecycle of your equipment?

Over the past couple of years, the global aftermarket sector has experienced a vast number of changes: new innovations and technologies, artificial intelligence, advanced analytics, prescriptive maintenance, real-time production transparency, digitized production floor to name but a few. And, yes! Planning ahead to avoid failure might result in a substantial competitive advantage. But where should you start?

**CRAFTING AN
AFTERMARKET
SUPPORT STRATEGY
THAT IS UNIQUE TO
YOUR ORGANIZATION
IS STEP ONE.**

An aftermarket solution is essential to your business continuity; it helps extend your system's lifecycle and maximizes your return on investment (ROI). Because it's not enough to just think of the now—you need to consider how your system and equipment, and therefore your business, might be impacted in the future.



IMPLEMENTING AN AFTERMARKET SOLUTION, STEP BY STEP

ANALYSING

Analysis of your organization from a local perspective to widening the lens to encompass your global requirements.

ASSESSING

Assessment of your system's general state of health will not only support you today but will also provide valuable insights into anticipating future maintenance needs, parts, upgrades, and support.

ESTABLISHING

Establish what kind of support is needed to bring your device(s) up to standard to support all the stages of your technological needs throughout all your maintenance cycles.

ANTICIPATING

Anticipate preventive maintenance requirements in 1, 3, 5, and even 10+ years, giving you the peace of mind that you are covered in all areas of need for the life of your system.

GIVING YOU THE AFTERMARKET SUPPORT REQUIRED TODAY ENSURES A WORRY-FREE TOMORROW.

Because it's not enough to just think of the now—you need to consider how your system and equipment, and therefore your business, might be impacted in the future.

We've developed an aftermarket protocol that meets the needs of today, all while anticipating the requirements of tomorrow. Giving you the right tools to help you control production and costs, and enable informed data-driven decisions about work planning, scheduling, processing, and maintenance to improve business efficiency and your bottom line.

- **Assess your component needs over the life cycle of your device to ensure you have the right solution, installed when and how you need it.**
- **Benefit from our yearly visit with an up to 100-point inspection for nitriding systems and vacuum furnaces, metallurgical sampling support, and 12 hours of virtual support centre access.**
- **24/7 access to our online technical customer service team.**

OVERCOMING THE IMPOSSIBLE

PREDICT THE UNPREDICTABLE

FAILURE TO DO SO CAN
ULTIMATELY DO DAMAGE
TO YOUR ORGANIZATION'S
REPUTATION.

OVERCOMING THE IMPOSSIBLE



ULTIMATELY, YOU DON'T WANT TO LEAVE ANYTHING TO CHANCE AND RISK LOSING TIME & MONEY FURTHER DOWN THE LINE

And further down the line is exactly where you need to look to; because once your equipment warranty expires, how confident are you that your investment will continue to deliver the level of excellence and quality you're accustomed to?

PREDICTING THE UNPREDICTABLE CAN SEEM LIKE AN IMPOSSIBLE TASK

But failure to do so, especially in an industry such as ours, can translate into a whole host of issues. From expensive downtime to lost production time, the inability to deliver to key clients, and penalties that may ensue because of these delays, all these circumstances can ultimately do direct damage to your organization's reputation.

IT'S VITAL THAT YOU CONSIDER ALL ANGLES & POSSIBLE SCENARIOS

When purchasing heat-treating or nitriding production equipment and its associated suite of automation tools, it's vital that you consider all angles and possible scenarios. We're talking about the entire production footprint, setup, automation, key performance indicators, R&D simulation, safety factors, production throughput, prescriptive maintenance, and the ability to grow your production and throughput profile in the future.

A woman with dark hair, wearing a white lab coat, is shown in profile, looking intently at a computer screen. Her hand is resting on her chin, suggesting deep thought or concentration. The background is a blurred view of the computer screen, which displays various data visualizations, including bar charts and lines of code. The lighting is dramatic, with a strong blue and purple hue, creating a professional and tech-oriented atmosphere.

NITREX

WHAT MAKES ONE AFTERMARKET SOLUTION BETTER THAN ANOTHER?

With this in mind, we reached out to maintenance managers across our customer base to ask them the following question:

IF YOU WERE ABLE TO CONSTRUCT A PREDICTIVE MAINTENANCE ENVIRONMENT FROM SCRATCH, WHAT WOULD YOU DO?

THE RESPONSES VARIED FROM:

- Incorporating a needs analysis to performing PFEMA
- Implementing an automated software tool to provide a better way to track the process
- Visual aids
- Easy reminder system that takes the ambiguity out of the process
- Etc.

In short, what we discovered is that pretty much every company has difficulty nailing down a predictive maintenance process that leverages people, process, technology, and analytics in a centralized way.

AND THAT'S WHERE WE COME IN.

Our innovative technology solutions and new AI plant support innovation make your headquarters the centre of competency, offering you peace of mind:

- Plant at a glance
- Quality control
- Prescriptive maintenance
- Smart recipe support
- R&D simulation
- Real-time technology informatics
- Needs analysis and system performance feedback to your maintenance teams in real time
- Continual improvements relayed to you before you actually need them

We do what to many seems impossible: we predict the unpredictable and support you every step of the way, so you can rest easy knowing that we've got your back.

CHOOSE PEACE OF MIND.

In this industry, everyone knows the importance of extending your furnace's lifecycle and maximizing your return on investment.

But what exactly is the best way to go about it? What kind of solution should you opt for? What services does your company need?

In addition to extending your furnace's lifecycle and maximizing your return on investment,

you need to find a company (even better, a partner) committed to driving your innovations and growth forward.

A partner capable of providing Product & Service Lifecycle Support Solutions on a global scale and leveraging their unparalleled technical expertise with a local presence should be on your top criteria as you search.

Here at Nitrex, we pride ourselves on our people, making sure that as the company transforms, so too does its employees. Our people drive technological innovation, which in turn leads to innovation in our product offerings, providing the technical advancements of tomorrow, today.



AI DIGITIZED PLANT ENVIRONMENT



LEGACY SUSTAINMENT



ENGINEERING & TECHNICAL TEAMS



24/7 PHONE SUPPORT



CUSTOMIZED AFTERMARKET TECHNOLOGY



KNOWLEDGEABLE STAFF



PUT A NEW SPIN TO YOUR
MAINTENANCE!

NITREX **ULTIMATE
GIVEAWAY**

**ENTER TO WIN A 1-YEAR
SERVICE CONTRACT
ON US!**

2 LUCKY MEMBERS of the heat-treating community
will be taking home a Nitriding System or a Vacuum
Furnace service contract FREE for an entire year.

A VALUE OF \$10,000 USD!

HURRY! Contest ends July 16 at 11:59 pm EDT.

ENTER NOW!

<https://hub.nitrex.com/en/nitrex>



Americas : +1 514 335 7191

Toll Free North America : 1 877 335 7191

Europe : +48 32 296 6630

aftermarket@nitrex.com

**MASTERING STRENGTH.
WORLDWIDE.**

nitrex.com