



Performance Monitoring & Optimization: Reduced Call-Outs

BACKGROUND

Every time one of their pump units went down at night or during the weekend, this lease pumping company called Axip claiming compressor problems. Axip consistently provided first response call-out and found that the problems were customer-related, such as low suction or another easy fix.

CHALLENGES

To reduce the number of call-outs and limit them to compression issues at the pump, the Axip technician installed the Axip COMMAND™ performance monitoring technology on the unit. This enabled the technician to remotely monitor the unit in real time, identify any problem, document findings and determine corrective action prior to traveling to the facility. It also provided documentation to support the actions taken.

During the next call for service, the Axip technician logged on to the performance monitoring system and proceeded to share the observed operating conditions, including pressure, temperature and levels with the client.

ADVANTAGE

With the Axip COMMAND performance monitoring system in place, Axip has reduced call-outs and downtime for the customer. Axip is able to diagnose problems and determine corrective action prior to traveling to the unit, while documenting findings to ensure accurate reporting.



LOCATION

Texas, USA

PRODUCT LINES

Contract Compression,
Aftermarket Services

SCOPE OF WORK

Axip COMMAND Performance
Monitoring & Optimization

COMPLETION DATE

2013

AXIP | COMMAND™

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