

# Wärtsilä Online Services enables effective maintenance planning

CASE STUDY: ANTIGUA POWER COMPANY



**“THE ABILITY TO QUICKLY ORDER SPARE PARTS,  
ENABLES AN EFFECTIVE MAINTENANCE PLANNING.”**

The Antigua-based Caribbean power producer, Antigua Power Company, under its plant operations subsidiary, APC Maintenance and Operations, Ltd., has enhanced their spare parts handling process and troubleshooting by using Wärtsilä Online Services. After little over a year of use, the company can already see clear benefits.

“Through Wärtsilä Online Services we can quickly check availability and the prices of spare parts. This caters for an efficient maintenance planning,” says Mr. Calid Hassad, Managing Director for Antigua Power Company Ltd.

The Antigua Power Company (APC) is an independent power producer and supplier of electricity in Antigua and Barbuda. APC supplies approximately 80% of the power generated in Antigua and Barbuda. The electricity is sold to APUA (Antigua Public Utilities Authority) through a power purchase agreement (PPA).

For APC, it is essential that their power plants are up and running 24/7. The residential areas of almost an entire country depend on the electricity the power plants produce by means of two Wärtsilä 18V32 engines, two Wärtsilä VASA18V32, three Wärtsilä 12V46 engines and one Wärtsilä 18V46 engine, providing a combined total power output of 78.5 MW.

## CHALLENGE

- Providing customer access to installation and equipment-specific technical information

## SOLUTION

- Setting up access to Wärtsilä Online Services customer portal

## BENEFITS

- Instant checking of spare parts availability and prices
- Access to installation and equipment specific information 24/7
- Enables an effective maintenance planning

## HELPFUL CUSTOMER PORTAL

Since December 2015, the total scope of Wärtsilä Online Services used by APC has covered spare parts, technical documentation, and troubleshooting services. The customer portal includes all of APC's power plant equipment, tailored according to the customer's needs. Mr. Hassad says that Wärtsilä provided useful help for APC to get started with the customer portal. In addition, he says that Wärtsilä Online Services and spare parts ordering are very good as such.

Wärtsilä Online Services enables the customer to order spare parts directly in the customer portal without spending time on e-mails and/or phone calls. Furthermore, it is possible to track the progress of orders. In addition, the customer now has direct access to the technical knowledge base and direct contact for technical requests.

– We have been using the customer portal for a little more than a year now, and having the procurement process online is very helpful, saving us valuable time. It is also a clear time saver and benefit for the plant operators to be able to connect directly to

the huge technical knowledge base to get answers. In more complicated matters, the operators can file a technical request that is automatically directed to the right experts at Wärtsilä, says Mr. Hassad.

The experiences have been highly positive and Mr. Hassad says that there has only ever been an occasional minor issue when using Wärtsilä Online Services.

– Wärtsilä's people always came to help and managed to fix the problems.

## BENEFITS THE COMPANY'S BUSINESS

When asked how Wärtsilä Online Services supports APC's business and goals, Mr. Hassad says that the access to the customer portal allows them to immediately check the availability and prices of spare parts in real time. This he considers to be a very important benefit.

– Since we now have access to Wärtsilä Online Services 24/7, we are, if necessary, able to order spare parts very quickly, which in turn enables us to have an effective maintenance planning. So, I would gladly recommend other Wärtsilä customers to get access to Wärtsilä Online Services. It is definitely beneficial to one's business considering the ease of access and availability of information 24/7, concludes Mr. Hassad.

