

## Remote Support During COVID-19

3/18/2020

Dear Valued Customers,

In this time of crises, many customers have asked me how we can help to ensure that plants sustain productivity, make progress on reliability initiatives, and run as smoothly as possible with the many travel restrictions and limitations on visitors. We are offering three possibilities that can assist our clients in meeting these goals:

**Troubleshooting critical asset problems** - There are times when critical machine faults may require more than the standard PdM vibration testing to determine complex corrective actions. Symphony AzimaAI (SAAI) WATCHMAN customers using the TRIO™ Platform have 20 additional tests available on the device including High frequency analysis, Bump Tests, Run-up/coast-down tests, and Time-Synchronous Averaging. For technicians that need some assistance in applying this technology, the TRIO™ has a built-in Remote Connection and control application. Using this feature along with video or audio conferencing, an SAAI Analyst can give live assistance to configure and complete complex testing remotely and expeditiously.

**Starting-up a new plant with a vibration program** – In order to meet your goals for implementing our vibration monitoring programs at plants and facilities, in many cases, we can assist you remotely. An important first step is initial implementation and database set up. Gathering the critical machine information and choosing optimum measurement locations is paramount to creating repeatable machine learning templates for long-term program gains. In order to gather this data when a site visit is not viable, we have developed a Rapid Setup App for Android Devices. This enables remote implementation directed by a skilled SAAI Analyst. All machine information collection (photos, machine information, sensor locations) are verified and final expert database construction is customized for all the machines in your program.

**Remote Process Management** - Supported by AI driven analytics, our process experts are available to actively monitor your production systems and offer advisories for optimal process performance and plant assets availability. We can continuously augment your operations to improve manufacturing performance with the highest degree of automation and safety due to less people in the loop.

Every business is struggling with balancing the paramount safety of its employees and suppliers with trying to maintain a functioning operation. If we can provide assistance, please don't hesitate to contact your SAAI representative or contact me directly at [dgallello@symphonyazimaai.com](mailto:dgallello@symphonyazimaai.com).

Sincerely,



Dominic Gallello  
Chief Executive Officer  
Symphony AzimaAI