



## CASE STUDY

# D.R. Ferroviaria Italia

### From urgent repair to maintenance contract

#### Quote:

*„In order to fully satisfy a customer is important to go beyond their specific request and understand their business needs in a broader sense.“*

*Andrea Pavarani  
Service Specialist  
Pfannenberg Italia srl*

## Application

End User - Infrastructure

D.R. Ferroviaria Italia provides construction and maintenance of railway lines, in both the public and private sectors, including major port facilities, freight logistics centres, refineries, coke ovens, and rail connections for goods transport.

## Challenge

D.R. Ferroviaria Italia contacted us for an urgent technical intervention on two old Pfannenberg customized oil chillers (GDV 40) serving a boring machine. We did not only repaired the units but also analyzed the application and made a new sizing: the need for refrigeration was now higher than the capacity of the chillers in use! We have then provided

more extensive advice and demonstrated professionalism that get the customer to sign a 1one year contract for preventative maintenance.

## Our solution

We were asked to urgently repair of n.2 old customized oil chillers made in Pfannenber (GDV 40) since the customer's local service partner didn't succeed. **We carried out an inspection** and found that - during the revamping intervention on the boring machine - there had been changes to the machine settings without considering the increased refrigeration need that would follow. The chillers could indeed do the boring work only in the early hours of the morning and then stop during the hottest hours of the day. We replaced them with one EB OIL 90 with pump also providing the installation and start-up.

## The importance of preventative maintenance

Wishing to **preserve machine efficiency and avoid any further unplanned downtime and urgent maintenance activity**, D.R. Ferroviaria was happy to sign **a one year contract for preventative maintenance** with Pfannenber.

## The Pfannenber Advantage

**The technical service is much more than a simple repair intervention for Pfannenber.** Our success is due to the ability to understand the application and the

issue while quickly offering a solution. That's why we use first of all make an inspection and fully understand the application.

When providing a technical support service, we offer our customers the opportunity to take advantage of our 60 years of experience and, therefore, to handle any issue through a broader view, oriented not only to solve the immediate problem but also those that could follow.

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### Facts at a glance

IG	Infrastructure
SVC	End User
Business Unit	BU6 - BU4
Application	boring machine for the production of railway tracks
Solution	EB OIL 90
Sales	1 unit
Success	one year maintenance contract
Further opportunities	others needs in the 14,000 sm production area

Pfannenber Italia srl | via la Blonda 13 | 43036 Fidenza | Italia  
Phone: +39 0524 516 711 | info@pfannenber.it | www.pfannenber.com

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