

Operating Service Centres Bringing Operating Excellence ever closer to our Customers



OSC benefits at a glance

- Latest optimisation techniques
- Rapid troubleshooting
- Increased process efficiency
- Enhanced safety focus
- 24/7 access to experienced operators and engineers

Energy efficiency, operational reliability and process safety are now the major Key Performance Indicators for our customers where even small improvements can help achieve large economic benefits. By using state-of-the-art communications technology, Air Products can now allow you to benefit from years of operating and safety experience through our Operating Service Centres.

Air Products has for a long time been recognised as one of the world leading suppliers of industrial gases – pioneers in plant optimisation and safety. An ever increasing drive to maximise reliability and energy efficiency has led the company to develop a global network of Operating Service Centres (OSCs), strategically located across three continents which operate and optimise over 700 plants in 19 countries.

The OSCs' professional team enhance plants' operation by tailoring our proven real time optimisation tools and advanced control operating platform to meet your needs and deliver maximum efficiency and reliability. The use of predictive diagnostic algorithms provides early warning of developing problems, well below traditional alarm levels, thus allowing scheduled intervention avoiding costly unplanned outages.



Amongst the benefits we can offer:

- **24/7 operator surveillance of the process** – with the ability to monitor, control and optimise at a distance; equivalent to a fully experienced operating/engineering team on site at all times.
- **Immediate response to alarms** – fully manned 24/7 control room, increases reliability and decreases costs of unplanned outages.
- **Rapid deployment of enhanced techniques** – the latest optimisation tools/processes

available immediately across the entire fleet.

- **Enhanced management of process safety shutdowns** – system alarms and alerts help operators avoid emergency situations by initiating a controlled shutdown, heightening personnel safety and minimising the risk of equipment damage.
- **Performance optimisation programs developed by Air Products** – adapted to meet the individual business requirements from optimising

a plant's energy consumption to minimising unplanned downtime.

- **Extensive global network** – wherever you are located, the OSC is the bridge to a network of technical specialists always available to ensure rapid resolution of issues.
- **A local contact** – Operators, who speak the native language, are available for contact 24/7; the assurance of a fast response and a seamless communication with Air Products' liquid distribution centres will ensure demands are met whatever the situation.

About Air Products

Air Products serves customers in virtually every industry in more than 40 countries around the globe and employs over 18,000 people. We have over 70 years' experience of operating on-site production plants, ensuring customers' operations continue as efficiently and safely as possible.

For more information about how our Operating Service Centres can support your plant, contact a local representative to discuss how we can help you.



tell me more



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