

# ABB Service Agreement with Remote Service Case Study: Lodi Luigi e Figli Srl



Family-owned Lodi Luigi e Figli Srl of Italy has more than doubled its sales in the past few years. According to General Manager Paolo Lodi, it is the result of adding value and quality necessary to set Lodi products apart from the competition. A Remote Service agreement with ABB helps keep its automated operations working optimally.

#### **ABB Remote service agreement guarantees response within 24 hours**

In keeping with this emphasis on reliability and quality, in May 2008 Lodi agreed to try out a Response service agreement from ABB. The agreement includes the remote monitoring of ABB's robots in real time so that potential problems could be flagged immediately, and a guaranteed response within 24 hours.

In July 2008 Lodi was eager to buy annual contracts for several robots. "We can't monitor everything, and this service is a timely link in case we need to intervene to correct a problem," explains Vincenzo Cetraro, Lodi's manager for robot remote control.

#### **Key benefits with Remote Service for Lodi**

- "Quality is the overriding reason for our use of robots," says Paolo Lodi.
- Remote Service collects data on Lodi's thousands of products so software adjustments can be made if required.
- Remote Service provides the facility to link to the robots in case intervention is required to correct a problem.
- Response within 24 hours, ensuring an absolute minimum of downtime.
- ABB's non-invasive combination of modem, GPRS, data processing software and simple installation is unique.
- Problems identified by the Remote Service smoothes out small issues in the operation of each cell.
- A number of corrections and refinements were made before major problems developed.

### Family-owned company for 50-years.

Family-owned companies abound in Italy, but few of them survive the 50-year mark, much less with a healthy balance sheet, a growing customer base and harmonious management by third-generation family members. Lodi Luigi e Figli Srl is one of the fortunate few, and in an unlikely sector – agricultural equipment.

General manager Paolo Lodi emphasizes that the company's sterling performance in a mature industry is not a matter of luck. "We developed our strategy because of increased competition for what have become commodity products with little added value," he says. "We had to do something to distinguish ourselves from low-cost competitors."

### Lodi decided to compete on quality and added value.

They began to invest in high-quality automation and bought its first robot in 1986 from a company that later became part of ABB.

Two years later the company bought another, then another. In 1990 it set up an internal laboratory to check its welding work. This was expensive because every check meant destroying an expensive component, but the check improved the quality.

Since 2007 the company has purchased four new robots to increase productivity, and today it has nine ABB robots in operation for welding. More robots will shortly be brought into service for material handling applications.

### Corrections and refinements were made before major problems developed

According to Cetraro, ABB robots "are by nature reliable." With Remote Service, it was easy to identify some program issues and operation of each cell has been improved.

Lodi has thousands of products, each with its own weight and form and placement on the line and each with its own software.

Thanks to data collected by the Remote Service, a number of corrections and refinements were made before major problems developed.

### Sales have doubled in the past three years

The new strategy was quickly rewarded. Lodi reports that all his customers were happy with the agreement, and all have profited from it. Sales, in particular export sales, have doubled in the past three years, and the number of employees has almost doubled since 2001 to 120.

Lodi cites with satisfaction a number of new clients from Eastern Europe who have come to Lodi because of its reputation for quality, notwithstanding the presence of low-cost competitors among the countries in the Commonwealth of Independent States (ex-Soviet Union states).



### Company Profile

- Founded by Luigi Lodi in 1958 to produce tractor components
- Facility in Fabbrico, Reggio Emilia, Italy
- Current number of employees: 120
- Products: Rear axles, front 2WD axles steering columns, brake and clutch pedals, dynamic and fixed front fenders for agricultural tractors, forklifts and earth movers



### Good reasons to invest in a Service Agreement with Remote Service

- High uptime of the production asset
- Immediate response in case of unplanned stop
- Minimize the cost for corrective maintenance
- Program back-up for recovery
- Faster ramp-up of new product.
- Online access to robot
- Lower environmental impact