



"Firefighting" project in the USA - LAE Industrie IT solves the problem before the deadline

"Working :) thank you all so very much!!!! This is why I always pick LAE!!!!!!!!!"

Scott Rosebrock, Plastatech Michigan (USA), Maintenance Manager for all USA locations

Plastatech is a Michigan manufacturer of films, membranes and laminates and has several calendaring and laminating lines running in parallel on a daily basis.

Due to a breakdown of the finishing line - and the resulting large financial losses - LAE received the order to work out a solution as quickly as possible. The specified goal was to have the plant up and running again two working days later.

It was truly a "firefighting project" - because of the time difference, the resulting difficulties in communication, and the financial loss for Plastatech, the project had to be completed as quickly as possible.

After several test runs, it turned out that it was not a software problem, but a hardware problem: the computer had to be completely replaced. Since solution approaches had already been worked out in advance, LAE Industrie IT was able to offer the customer a solution within a very short time. A computer configured by LAE was sent by express to the USA if no adequate replacement computer could be found there.

Fortunately, the customer found a suitable computer on site: and so LAE sent the backup via the LAE Cloud to the USA late that evening - and after a few adjustments, the system was put back into operation.

In this way, LAE Industrie IT "extinguished" the "fire" at the customer's site before the deadline.

Incidentally, the computer shipped to the USA was a stroke of luck and was put into operation a short time later - when another system failed.

As a result, LAE will replace all the plant computers at the customer's site to ensure that they run safely and consistently and that there is no unforeseen failure again.

"Well done.