

News of March 1, 2022

Burckhardt Compression: Collaboration with PTC for even more proximity to the customer

Burckhardt Compression announced that it is working with **PTC**, headquartered in Boston, USA, to develop remote service solutions for their customers worldwide. The two companies are also working together to further develop a type of Metaverse augmented reality (AR) solution for service on reciprocating compressors.

Learn more about this collaboration in this [video statement](#) from Marcel Pawlicek, CEO at Burckhardt Compression and Jim Heppelmann, President and CEO at PTC.

Burckhardt Compression is the global market leader in reciprocating compressor systems and services. Compressors are used in the industry to compress, transport and store gases. Their very long service life of 40 to 60 years makes customer relations and service crucial factors for business success.

Under the name [UP! Solutions](#), Burckhardt Compression offers digital solutions that allow compressors to be monitored in real time and serviced remotely in cooperation with the customer on site, whether on land or at sea. For this purpose, the units are equipped with sensors that constantly collect data such as vibrations or temperature. This data is then analyzed and used, for example, to detect anomalies or schedule service work.

Burckhardt Compression's customers are aiming to digitize their processes and reap the efficiency benefits from this. The company therefore offers its customers services under the UP! Solutions product family, in which experienced service technicians can look over the customer's shoulder virtually from their office screen using a tablet or HoloLens glasses and provide advice, explanations and tips.

Burckhardt Compression relies to a large extent on [Vuforia](#), the [augmented reality solution](#) from PTC. This watches an expert during a process, compiles instructions for "teaching" less experienced colleagues, and monitors the learning phase. The system detects any deviations from the standard process and provides guidance to the technician. In developing this process, PTC is working closely with Burckhardt Compression, which as an "early adopter" can provide valuable input from the field.

In addition, both companies are working on an AR solution that can map the customer's entire work environment in the virtual representation, so that the remote service technician from Burckhardt Compression sees not only the field of view of his colleague on site, but the entire environment.

"We put both technicians in a common metaverse and thus almost completely eliminate the 'distance' factor," describes Helmut Draxler, Chief Digital and Information Officer (CDIO) at

Burckhardt Compression. "In addition, Burckhardt will integrate the first compressors with the PTC IIoT platform [ThingWorx](#) this year."

"At Burckhardt, we not only have excellent compressor expertise, but we have also developed state-of-the-art digital solutions to better support our customers. We bring this knowledge to our collaboration with PTC. This is a big step forward and we are eager to generate added value for our customers with the Vuforia AR solution together with PTC," said Marcel Pawlicek, CEO at Burckhardt Compression.



Picture: With the AR solution, the customer's entire work environment can be mapped in the virtual reality.



Picture: Thanks to digital solutions, compressors can be serviced remotely and in collaboration with the customer on site.



Picture: UP! Solutions enables real-time monitoring of compressors.

Reference: Burckhardt Compression, Photographer Alexander Sauer, Zurich

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About Burckhardt Compression

Burckhardt Compression is the worldwide market leader for reciprocating compressor systems, and the only manufacturer and service provider that covers a full range of reciprocating compressor technologies and services. Its customized compressor systems are used in the gas gathering and processing, gas transport and storage, refinery, chemical, petrochemical as well as in the industrial gas and hydrogen mobility and energy sectors. Burckhardt Compression's leading technology, broad portfolio of compressor components and the full range of services help customers around the world to find the optimized solution for their reciprocating compressor systems. Since 1844, its highly skilled workforce has crafted superior solutions and set the benchmark in the gas compression industry.

SIX Swiss Exchange: BCHN

Further information at www.burckhardtcompression.com, [Twitter](#), [LinkedIn](#)

About PTC

PTC enables global manufacturers to realize double-digit impact with software solutions that enable them to accelerate product and service innovation, improve operational efficiency, and increase workforce productivity. In combination with an extensive partner network, PTC provides customers flexibility in how its technology can be deployed to drive digital transformation – on premises, in the cloud, or via its pure SaaS platform. At PTC, we don't just imagine a better world, we enable it.

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Further information at www.ptc.com, [@PTC](#), [Blogs](#)
