Using data and insights...

We want to be obsessed with our customers' changing needs. That means understanding the challenges and problems they face today, as well as anticipating their needs in the future.

We will do this by becoming even more connected to customers, augmenting the physical 'walk the plant' capabilities of our 2,150 direct sales engineers (DSEs) with connected and AI-enabled digital products that enable us to 'walk the data'. By leveraging our DSEs deep knowledge of customer operations and product application processes and by collecting and analysing our customers' critical data, we are able to model patterns and predict outcomes, including potential process downtime.

It's these insights that drive our ability to be customer obsessed. By being able to better anticipate customer needs, we become more agile in our ability to respond, providing customers with the right solution, at the right time.

Being digitally connected to our customers also enables us to improve their experience, supporting their end-to-end needs through new services and enhanced solutions, delivered through our 'Connect' IIoT platform, launching in the first half of 2025. The platform will be a critical enabler for driving increased and recurring revenue streams, as well as providing 'always on' customer value delivery.

Through this digital journey we aim to deliver tailored solutions that are firmly rooted in our insights, with expert support to address a broader set of customer needs that demonstrate our evolving role as a trusted customer partner.

Evolution in action

Digital service identifies failure; stops trouble from brewing...

The problem

Our customer, an international brewer, with more than 300 installed steam traps, was impacted by significant steam loss and reduced efficiency due to having limited visibility of real-time performance data.

"Without the software we would not have identified the failure for a very long time."

Customer Energy Manager

The solution

Typically, a steam trap survey would be undertaken annually, meaning that any failures in the system could stay undetected for up to 12 months. The STS EcoBolt Steam Trap Monitoring Service addresses this issue. As part of a trial, STS installed monitors on four steam traps within the main brewing process. By connecting these monitors to our digital platform dashboard, the customer and our sales engineers were able to monitor performance, energy consumption and detect failures in their critical operations.

The impact

The results were immediate, with the dashboard identifying a steam trap having 'failed open'. Without the monitoring in place, the customer would have been unaware that they were losing money, which over the period of one year could have cost as much as £3,200 with 13.2 tonnes of CO_2 being emitted as a result of thermal energy being wasted because of the failed steam trap. With EcoBolt in place, the time from trap failure to replacement was just 23 days. A later survey identified around 15% of the customer's steam traps had failed, demonstrating the significant value potential from digital monitoring for our customers' economics, as well as for our planet.

...to drive our obsession with customers' changing needs

How Digital and Services deliver more customer value;

Insights:

Data is collected and analysed through connected and intelligent products, generating actionable insights that drive better customer solutions.

Enablement:

Best-in-class technology is combined with our application knowledge built over decades of being close to our customers to drive superior customer experience.

Services:

Deeper insights combined with our ability to support customers throughout more of their product lifecycle, create digital services for optimising critical processes, supporting predictive, proactive maintenance, and rapid repair. Keeping our customers' critical processes and equipment operating at maximum efficiency for as long as possible and supporting appropriate end of life product disposal.

Multiple revenue opportunities across the product lifecycle from Digital and Services

Consultative sell

Manufacture

Use

Optimise

Maintain/repair

End of life management
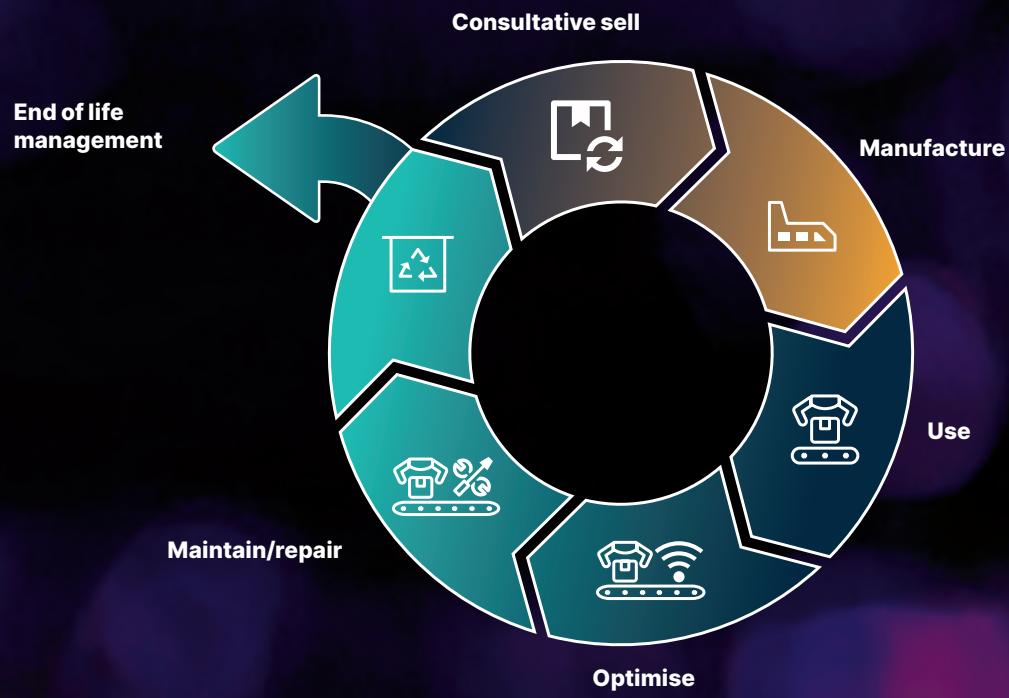
Links to our Vision

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Links to our Together for Growth Strategy

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