



FIRST Newsletter
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Fast and Reliable Remote Support by Global Customer Hotline

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About Bruker AXS global Customer Hotline

Bruker AXS's current global customer support is highly valued in the market, with multi-level support and escalation available on both local and international levels to ensure that we can respond to customer needs as quickly as possible. We can resolve issues faster and more efficiently by providing remote assessment, whenever possible, before travelling onsite.

Our remote support engineers are continuously trained to provide the best service possible. Also, we recently invested to upgrade our remote support capabilities with [Microsoft HoloLens 2](#), a young and very promising technology to connect our customers, products, and support engineers.



In this article, we share a customer success story about how Satish Kumar, a remote support engineer with our global Customer Hotline, provided remote assistance to Julius Gabelis, Chief Chemist at

PCC BakkiSilicon hf. Iceland, to resolve a hardware issue.

About PCC BakkiSilicon

[PCC BakkiSilicon hf.](#) is one of the world's most environment- and climate-friendly silicon metal plants. Located near Húsavík in northern Iceland, the company has an organized industrial area at Bakki and employs approximately 150 people. The silicon metal they produce is used for further processing into silicones and silanes, in the production of aluminum alloys, and for the manufacture of photovoltaic materials.



Compared to other silicon metal plants around the world that do not use renewable energy, PCC BakkiSilicon's use of Iceland's geothermal resources in their silicon metal production reduces greenhouse gas emissions by roughly two-thirds. The overall CO₂ footprint of the entire process is drastically reduced because silicon metal production at the PCC BakkiSilicon plant is powered entirely by renewable energy.

PCC BakkiSilicon was established in 2015 and began production in 2018. Annual capacity is estimated to be around 32,000 metric tons.

How Bruker AXS remote support helped the customer

PCC BakkiSilicon manufactures silicon around the clock, so the smooth operation of their XRF elemental analysis system, an [S8 TIGER](#), is critical for them. Remote support was extremely beneficial and saved them a significant amount of time. Working together with the customer, we were able to resolve the problem in a short amount of time.

When the S8 TIGER is not working, they cannot measure samples and thus cannot determine the quality of the material being produced. It can cause production disruptions and waste time.

Julius Gabelis, Chief Chemist at PCC BakkiSilicon, noticed a problem with his S8 TIGER and was unable to resolve it on his own. He immediately contacted Bruker remote

support via our [online Customer Support request form](#).

Remote support engineer Satish Kumar contacted Julius and requested a status file. He then connected to the instrument, and diagnosed the problem.

Over a TeamViewer session using a web camera, Satish instructed Julius step by step on how to replace a broken detector foil. It was successful, and after a few hours, the system was fully operational again.

Bruker AXS, with its cutting-edge technology and highly qualified support engineers, demonstrated that providing support to customers, even in remote locations like Iceland, and addressing all of their concerns is the company's top priority.