

ELSTER EXPANDS INTERNATIONAL SUPPORT

Finding solutions together

Qualified technical support is more important nowadays than it has ever been. When technical possibilities increase, then everyone expects, or demands, more from gas metering and regulation as well as from data registration, transfer and analysis. This automatically means that those responsible must have a global overview of what is in fact technically possible and at the same time they must have a wide spectrum of detailed information concerning specific applications at their fingertips.



Fig. 1: Introduction to the 1st ELSTER training seminar in Buenos Aires, given by Ms. Glauber

ELSTER has reacted to this situation in two different ways. First of all, the engineers in the various subsidiaries and associated companies receive regular training in order to acquaint them with technical changes, new devices and new applications. Secondly, experts from ELSTER are sent out to train customers' staff on site in a variety of countries. With the help of this information exchange we at ELSTER find out a lot about company-specific philosophies and attitudes towards gas metering and regulation as well as any restrictive conditions which might exist on site (often these differ from country to country). The customer, on the other hand, learns about the variety of applications ELSTER devices can be used for and is given practical instruction on how to operate the devices and adapt them to their specific systems. ELSTER's technical training seminars are rounded off by demonstrating solutions that have been developed by other customers in other countries.



Fig. 3: High interest is shown even after the end of the training seminar in Chongqing

China and Turkey. When we visit these countries, we like to follow up contacts made during previous visits and, of course, are always keen to make new contacts, as for example in Argentina and Mexico. We are always impressed by the commitment shown by our colleagues on site and by their willingness and desire to get down to the nitty-gritty, to go into detail concerning the devices, even if they have never done or seen anything like it before. Wouldn't you also like to take part in a seminar, especially if you are given a welcome like the one in Buenos Aires (Fig. 1)? The group were always motivated and in a good mood (Fig. 2) and always showed great interest in the topics under discussion.

Another example of a first-time contact can be found in Chongqing in China. More than 100 people attended the seminar and many of them remained long after the official end of the event (Fig. 3) in order to take a closer look at ELSTER's devices and to ask for more details on them.

Whether they are taking part for the first time or whether they have been before, ELSTER training seminars always go down well with the participants – contacts are made and they are given the opportunity to take in and discuss in detail state-of-the-art technical know-how. Are you interested? Then why not contact your local ELSTER-AMCO representative?



Fig. 2: Seminar participants in Buenos Aires

While doing this, we pay a great deal of attention to discussing and analysing whether a solution is useful or not, which mistakes were made and how such mistakes can be avoided in the future.

This successful method of technical support has been in operation for a number of years now and has been expanded considerably in the course of the last year. The list of countries we have visited in 2004 is a long one and includes workshops in places such as Korea, Slovenia, Argentina, Mexico,

DR. HARALD DORNAUF, ELSTER GERMANY

dornauf@elster.com