

## **Praj's 24x7 remote support for customer's operations**

Dear Sir/Madam,

Greetings from Praj. We trust you and your teams are safe and healthy.

COVID- 19 pandemic has demanded a differentiated response from leaders to ensure that essential industries are extended all possible support to run while ensuring safety and good health for all concerned.

As a global leader, Praj has taken several steps to support the cause against COVID-19. We are pleased to offer 24x7 online/ remote support to its customers to our customers to help them tide over these circumstances.

For over a fortnight, Praj has been providing 24x7 online/ remote support to its customers in pre-commissioning and commissioning plants across the globe. We have also offered time based online / remote support for plant installation. Details of these services include the following-

- a. Online support to **fine tune operating parameters or trouble shoot**
- b. Online **advice and video conferencing** to guide customers for continued operations.
- c. Online support and guidance by way of **free technology and engineering package** to produce sanitizers for standard plant capacity of **2KLPD and 5KLPD** to fight Covid-19. Details available here- <https://www.praj.net/praj-sanitizer-technology/>

Taking a strategic view of the unfolding situation and expectations from customers for better support, efficient plant operation and value addition, we will soon offer an advanced Remote Plant Monitoring System (RPMS). Features of the system include –

- a. Alerts or notifications in real time on spotting process deviations and advice for corrective action to **increase plant up-time**.
- b. Data analysis / trends of plant operation and modification insights to **utilize maximum capacity and improve efficiency** of plant.
- c. Information on preventive maintenance including process deviation for CIP, temperature limits etc. to **optimize OPEX**.

Please contact us for necessary support at **Customercare@praj.net** , **www.praj.net** or through our **customer care no. + 91 9890300179**.

We will be happy to hear from you and support you in any way during this critical period of combatting Covid 19.

Sincerely,

Team Praj