

Choose Dräger as your Full Service Safety Partner for a Successful Turnaround Season

Dräger's technologically advanced portfolio of rental products and service can help clients to reduce risk, lower long-term costs, and safely accelerate completion of shutdowns, turnarounds, or similar large-scale projects



INTRODUCTION

Turnarounds can present several unexpected challenges, so it's important to utilize first-rate products and services to ensure their success.

One of Dräger's clients, a world-class manufacturer of industrial and specialty chemicals, made the switch to Dräger in 2017 after experiencing several unresolved issues with their existing safety equipment and service provider. The client's corporate occupational safety lead, responsible for several of its facilities within the U.S., provided insight on its previous struggles during turnarounds (TARs) and how Dräger has significantly contributed to the success of their TARs since utilizing Dräger's rental service.

THE CLIENT'S CHALLENGES

The client's previous rental service provider posed several challenges for the client during its TAR activities. These included issues with pricing of products and materials, billing, delivery and overall customer service. Additionally, the chemical manufacturer was consistently losing equipment and had no way to keep track of the devices.

"Our previous provider presented several issues for our company during our turnaround seasons. One of the biggest challenges our company endured was the provider's poor customer service. They displayed an unacceptable lack of care and little attention to detail during our rental agreement. This made it very difficult to have a successful TAR," said the client's corporate occupational safety lead.

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The chemical manufacturer endured these challenges for almost a full year before making the switch to Dräger Rental and Safety Services. Dissatisfied with the provider's lack of performance and overall customer service, the manufacturer turned to Dräger for help. Fortunately, Dräger offers some of the world's most technologically advanced rental and on-site safety products and services for the oil and gas and chemical industries. Dräger's portfolio of rental services and solutions are designed to meet all of their clients' safety needs and ultimately optimize their processes.



THE SOLUTION: DRÄGER'S RENTAL AND SAFETY SERVICES

Dräger leverages innovative research and design to create custom safety and product management solutions capable of reducing downtime, creating efficiencies and simplifying training. Dräger strives to reduce risk, lower long-term costs and safely expedite the completion of shutdowns, turnarounds and other large-scale projects for their clients.

Dräger's full portfolio of rental and safety services includes:

- Gas detection
- Respiratory protection
- Breathing air supply
- Fall protection
- Communication, lighting and ventilation
- Personal protection equipment (PPE)
- Safety staffing and consultations
- Inventory management and on-site safety shop

The customer now has a long-term rental and service agreement on multiple Dräger products including portable gas detection, respiratory protection and breathing air supply devices, recently adding Dräger's new X-pid® multi-gas measurement devices to their fleet. Since implementing Dräger's rental program into its TAR activities, the client has been able to resolve all of its previous challenges derived from Dräger's competitor.

"The key difference between Dräger and its competitor, by far, is Dräger's exceptional customer service. Also, Dräger's pricing and billing services are streamlined and accurate," said the client's corporate occupational safety lead. "Dräger provides an innovative tracking system, so we no longer experience any issues with losing products. We are very pleased with the quality of Dräger products. They continue to operate without any issue or hiccups."

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Additionally, Dräger was given the opportunity to supply all aspects for the client's spring TAR in 2019. This included a trailer with gas detection devices, PPE, radios, breathing air supply devices and respiratory protection equipment. The client was highly impressed with Dräger's rental software program and was elated with the reported success of the client's spring TAR.

"It was important for our company to be able to better manage our TAR season and save on costs. Dräger's rental services allowed us to accomplish this and also provided tremendous customer service. Dräger's rental software program was timely and accurate, leading us to a successful TAR for spring 2019," said the client's corporate occupational safety lead. "We are very optimistic about our future TAR seasons and relationship with Dräger."

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