

THE MATCH MUST GO ON!

Maharashtra Cricket Association is the governing body of Cricket activities in the state of Maharashtra.

An international cricket match was scheduled, by the MCA, at the newly built state-of-the-art stadium in Pune.



CHALLENGE

The flood lights of the stadium were powered by a series of Diesel Generators. Since the lights take a while to reach full illumination levels, the floods are switched on well before the actual match timings. For some reason, some of the DGs in the series started going down in terms of their rated capacity.

There were two challenges at hand; one, to quickly identify the problem area – whether it was the DGs or the power distribution or was it a problem with the lights; Second, to find and diagnose the exact cause.

SOLUTION

Given the time constraint, getting it right the first time was highly critical.

Our team quickly grasped the details of electrical systems at the stadium. Within minutes, some loose connections and a small fault in the alternator was located. The team assembled and discussed possible solutions. Deciding on the best option, everyone got into action and resolved the problem in less than 30 minutes. The DG was up and running, full load and giving full power to illuminate the flood lights.

The team stayed at the stadium not till the time match was complete but for all the time the flood lights were on even after the match.

APPROACH

When we received a call regarding the problem from the OEM, we didn't even have any contract or assignment from the MCA. But what's customer focus, if we start looking at the paperwork and fine print.

Our team of five engineers reached the site in less than an hour and was at the helm of the problem the very next minute. With very less time at hand, the team took a military-like approach, and set out to identify the problem area.

BENEFITS

- An unmatched response time: Given the critical nature of the challenge, our team of experts was immediately made available and that too with just one call from the customer.
- Getting it right the first time: the system was new to the team, taking grasp of the system and situation – the right solution was delivered the very first time
- Trusted maintenance partner: Impressed by the response and resolution, MCA offered an annual maintenance contract to Omkar Engineering to maintain all the DG sets at the stadium.

Factsheet

DGs – Six DG Sets of Kirloskar Oil Engines Ltd.

Total team size – Five

Duration – Problems solved in ninety minutes flat.