

Eastway

Your global reliability partner 

2022 Eastway Newsletter

Thank you to our customers and staff

We at Eastway are delighted you have chosen us as your reliability partner in 2022. We would like to express our gratitude as we continue to endeavour to deliver the very best in service and support to you, our global customer base. We would like to wish you and yours a happy and enjoyable holiday season and look forward to safeguarding your business in the coming year ahead.



2022 HIGHLIGHTS

- Around the World Presence
- Specialised Application Projects
- Success Stories
- Media Features
- Staff News & Recognition Awards
- Customer Satisfaction Surveys



PRODUCT DEVELOPMENT

Our product development team have been hard at work widening the scope of our flagship Safeguard® monitoring system.

CUSTOMER SATISFACTION

We undertook a customer wide survey of satisfaction with Eastway's service. Some very positive results were revealed!



A MESSAGE FROM OUR DIRECTOR BERNARD BERKERY



2022 has been a busy and exciting year at Eastway, as we continue to offer our global customers total reassurance on their critical assets.

With growth of 47% across our key customer base in 2022, Eastway is at the forefront of our customers' transition to Industry 4.0 predictive maintenance technologies. Our online condition monitoring system, the Eastway Safeguard®, sits at the core of this support, alongside our ongoing industrial and academic research & development.

Our customers across our primary sectors of pharmaceutical, food and beverage and nutrition manufacturing have very high expectations of the services we offer, our level of expertise, innovation and future development capabilities. I am proud to guarantee that Eastway is delivering cutting edge condition monitoring to their plants.

In line with our ISO commitments, our marketing department conducted an investigation into our customer satisfaction rating this year. We were delighted with the results and well done to all the team for providing such an excellent service.

On behalf of myself and the Eastway team, I want to thank all of our valued customers, staff, suppliers and friends for your ongoing support.



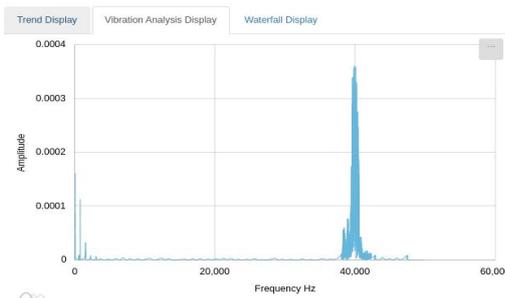
Source, Eastway Customer Satisfaction survey August 2022

PRODUCT DEVELOPMENT

This year has seen significant further developments in our product offering. During the past 12 months, our product development team have been hard at work widening the scope of our flagship Safeguard® monitoring system – in parameters to be monitored, assets that can be included, and both wired and wireless sensors that can be integrated.

Our **applied academic research** continues to advance with substantial progress, in particular in our Enterprise Ireland Innovation Partnership Program (IPP). As part of this project with the Pharma Manufacturing Technology Centre (PMTc) and our multinational pharmaceutical partner, we continue to explore how mechanical vibration can impact product quality.

During 2022, our team also embarked on a core funded project in the field of **high frequency ultrasound and acoustic emissions**. This is an exciting development in using data analytics and predictive maintenance techniques combined, to improve analysis of agitator seals and the accuracy of slow speed condition monitoring.



Further releases by the Eastway development team included our new **oil monitoring module** as part of the Eastway Safeguard® system. Using a multi-parameter oil property sensing system, we can measure, trend and analyse dynamic viscosity, density, dielectric constant & temperature for enhanced oil analysis, all via the Eastway webportal. Applications include agitator gearboxes and compressors.



Eastways' mission is to champion critical machine reliability, prevent machine breakdown and drive operational profitability. Our balance between academic research and industrial applications ensures we remain at the cutting edge of condition monitoring technology, enabling us to achieve these goals for our customers.



CUSTOMER SATISFACTION

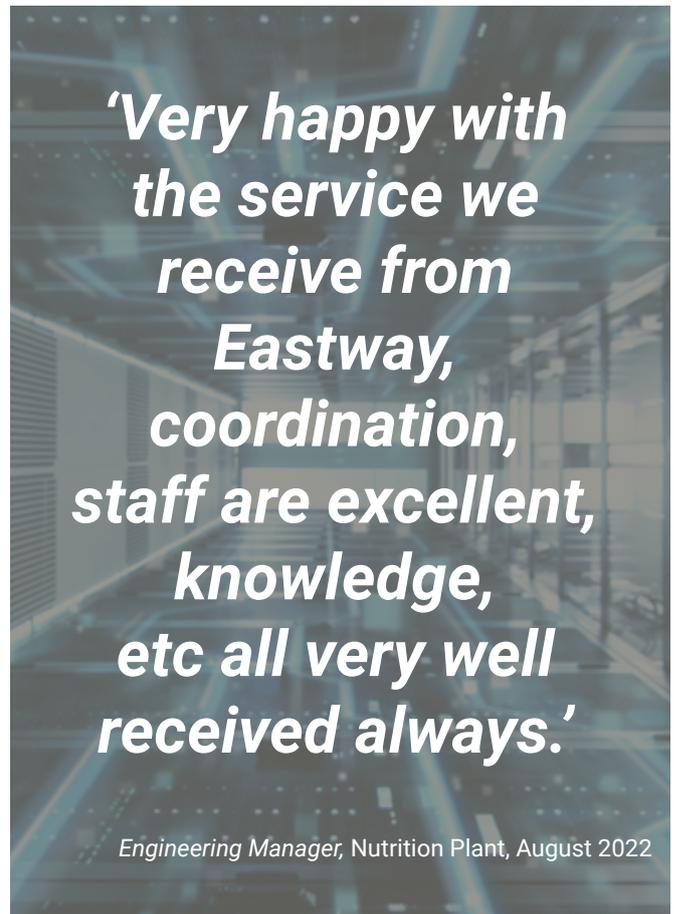
In the third quarter of 2022 we undertook a customer wide survey of satisfaction with Eastway's service. This was an important piece of work to critically evaluate the service our customers receive from us. Our team received a large number of responses, which we then collated and analysed. Customers described what Eastway's service brings to their business as:

'A level of professional expertise that is difficult to come across with 3rd party vendors, craftsmanship and reporting that delivers a high level of compliance qualification required for our facility.'

We were very pleased with the results, with customers overwhelmingly scoring our service 5/5 or 4/5 across the categories.

ITEM	CUSTOMERS	SCORE
Product & service quality	76%	5/5
	24%	4/5
Attention to detail & thoroughness	76%	5/5
	24%	4/5
Customer service support after product installation	80%	5/5
	20%	4/5

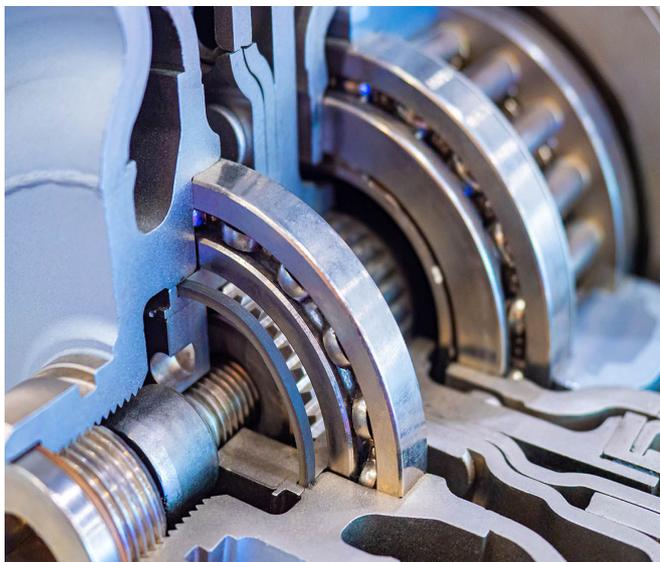
Great results and well done to the Eastway team, who continue to place Eastway as the global reliability partner of choice for our multi-site manufacturing customers.



Source, Eastway Customer Satisfaction survey August 2022



KNOWLEDGE CENTRE



SUCCESS STORIES

In 2022, we built on the success of our webinar series by creating a new 'Knowledge Centre' area on our website. This area hosts the freely available webinar series alongside our Success Stories section.

The Success Stories section highlights a series of new, carefully selected recent case studies for our customers to study and learn from. Customers from food & beverage, nutrition and pharmaceutical sectors can access relevant material specific to their manufacturing facilities.

Also included in the Knowledge Centre is a whitepaper section. Again freely available to our customers, to view the latest cutting edge research that Eastway are involved in.

Visit <https://eastwaytech.com/knowledgecentre/> to view.

For all queries on how the latest developments in industry 4.0 technologies can be applied in your plant, contact us on info@eastwaytech.com



SELECTED EVENTS



Eastway was invited to feature with Conal O Mórán of the Great Business Show discussing our growth and future expansion. Listen back - Episode 83 www.thatgreatbusinessshow.com



Eastway was invited to take part in the Irish Tax Institute Budget 2023 Briefing. Our participation offered the business perspective on the impact of Budget 2023 for ambitious Irish businesses for the coming year.



We took part in the annual PMTC Knowledge Day again this year with staff on site in November, at our stand to showcase the innovative work Eastway are undertaking as PMTC members.



CM Manager Edicson Santiago Bonilla Diaz presented *An introduction to the application of Industry 4.0 technologies through condition monitoring in the food manufacturing sector.*



STAFF NEWS

Recognition of Service Awards were awarded to Maria Diaz (Condition Monitoring Engineer with responsibility for Quality Assurance) and Emma Berkery (Sales and Marketing Manager). As two very valued members of our team, we would like to congratulate them both and wish them continued success on their careers with Eastway.

The Eastway family grew in more ways than one this year. We were delighted to safely welcome new babies over the course of the year. With a set of twins in there, the Limerick office has seen plenty of yawns over the last few months!

We also had a traditional Indian marriage celebration during the year with all its wonderful colour and ceremony. Congratulations to all!

AROUND THE WORLD HIGHLIGHTS

As international travel re-opened during the year, the Eastway directors were delighted to be able to visit once again both new and existing customers. Our expansion in the Eurozone, specifically the Benelux region, has continued and we are excited as we plan to grow our technical team there to support our local Pharmaceutical and Nutrition customers. Our teams in Asia and the US continue to expand our offering and grow our customers bases there, while delivering new products and services to these key markets.



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