



Why did LSN Diffusion choose Infraspak to fully digitalise their operations?

Company

LSN Diffusion

Country

United Kingdom

Onboarding Kick Off

August 16, 2022

Onboarding Closed

September 15, 2022

Number of assets

300





• About LSN Diffusion

The team at LSN Diffusion are **experts in the manufacture and application of high alloy atomised powders used in surface engineering, high-temperature brazing, additive**

manufacturing and hot isostatic pressing. They supply automotive companies, glass industries, dental, oil, nuclear and submarines, including big clients like Rolls Royce.

LSN Diffusion is accredited to **BS EN ISO 9001:2015, BS EN ISO 14001:2015** and **Rolls Royce SABRe** and **GS3001**.

• What problems were LSN Diffusions facing before they found Infraspak?

Despite having a software solution in place, LSN Diffusions were still hampered by having their operations only partly digitalised. It was over 10 years old and hadn't scaled to meet the complex demands of running technically demanding facilities. They were still managing some crucial processes with paper print offs which was unsustainable and inefficient for a business in 2022.

They couldn't execute preventive maintenance as quickly as required, and there were often human errors due to rushed or misjudged inputting of data. The processing time for a single request could be **three to four hours** as it needed to be signed off, handed to the technician, signed again and then returned to the head office for a final signature. It was inefficient and took far too long.

• What were the key motivations for choosing Infraspak?

Infraspak's Intelligent Maintenance Management Platform provided the robust, centralised and digitalised infrastructure LSN Diffusions needed to **successfully scale and improve their facility operations** to a point where they could genuinely tackle processes as complex and delicate as powder atomisation. "We had a demo and it sort of sold itself to us straight away. We liked everything we saw on the demo and told him [their manager] to go for it".

All issues associated with signatures, reporting delays and paperwork have been replaced by a simple, digital interface which **saves** Lewis Alford, LSN's Diffusion's Maintenance Engineer, and his team **hours of admin a week** — no more endless chasing!

Just one full month after their full onboarding, LSN Diffusion had completed over 200 Work Orders without using a single sheet of paper.

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— Lewis Alford, LSN's Diffusion's Maintenance Engineer

• How did having an assigned customer onboarding engineer tangibly improve LSN Diffusion's experience?

Lewis admits "he still needs to get used to some of the reporting capabilities and that at points it's been tricky" because they aren't very technological. Fortunately, he's not been left to do that by himself — Infraspak's Customer Success team is always ready to help! From day one, LSN Diffusion was assigned a

Customer Onboarding Engineer to assist with **configuring the platform, team training** and smoothing over any teething issues. With the onboarding process now completed, a **Customer Success Manager has been working closely with Lewis** and the team to help increase their comfort levels with Infraspak's platform.

Talk to one of our specialists and learn how Infraspak can make your operation truly intelligent, connected and collaborative.

[Schedule Demo](#)