Valmet Selects ServiceMax To Become World Class Industrial Field Services Delivery Leader

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ServiceMax platform to digitally transform time-critical industrial maintenance and planned downtime, delivering platform for compliance, inspections and service roadmaps

7 October 2019, London, UK - Valmet Corporation, the leading global developer and supplier of technologies, automation and services for the pulp, paper and energy industries, has selected the ServiceMax Service Execution Management platform as one of its tools to achieve its strategic objective of becoming the world class frontrunner in field services for asset-intensive businesses.

As a 220-year-old business, Valmet’s clients operate complex, industrial machinery with expensive downtime consequences. The ServiceMax platform will ensure an accurate system of record on maintenance, parts and inspections of industrial assets, as well as meeting health and safety compliance and certifications for technicians, reducing lead time for reports and invoicing, providing complete service transparency and predicting end of life equipment.

Valmet operates in critical, complex work environments, providing maintenance and process supporting services, annual shutdowns and remote assistance for large industrial customers. Planned projects can take anywhere from a day to six months.

“We wanted a true business partner, not just an IT provider. ServiceMax has the right understanding of our business and the high demands we have set for the digital transformation of our field services operations,” said Anders Öhrblad, Director, Field Services Growth at Valmet.

“The ServiceMax platform will further improve our ability to provide world class services for our customers through workforce transparency and by connecting our on-site field service professionals with Valmet Performance Centers through remote connections. This is a strategic initiative for us globally and will not only make delivering services at customer sites faster and more accurate, but also enable us to better predict service requirements, and develop shared maintenance and service roadmaps for our customers’ industrial equipment and processes.”
ServiceMax replaces multiple current platforms.

Global implementation will be completed by spring 2020. ServiceMax is the preferred partner of choice for equipment-centric businesses that deliver service due to its proven gains in increasing productivity, streamlining efficiency, inventory transparency and superior service delivery.

About Valmet
Valmet is the leading global developer and supplier of process technologies, automation and services for the pulp, paper and energy industries. We aim to become the global champion in serving our customers. Valmet's strong technology offering includes pulp mills, tissue, board and paper production lines, as well as power plants for bioenergy production. Our advanced services and automation solutions improve the reliability and performance of our customers' processes and enhance the effective utilization of raw materials and energy.

Valmet's net sales in 2018 were approximately EUR 3.3 billion. Our more than 13,000 professionals around the world work close to our customers and are committed to moving our customers' performance forward - every day. Valmet's head office is in Espoo, Finland and its shares are listed on the Nasdaq Helsinki. www.valmet.com,www.twitter.com/valmetglobal

About ServiceMax
ServiceMax is the global leader in Service Execution Management, offering cloud-based software that improves the productivity of complex, equipment-centric service execution. Enterprise companies across the globe have turned to ServiceMax to help them keep the world running. For more information, visit www.servicemax.com.

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