Sauli Ketola, Tuomas Vuorenmaa, Antti Kuusisto and Markku Rissanen are ready to serve Pesmel's customers

The FlowCare team takes care of Pesmel's customers

Along with Pesmel's system delivery, you get the expertise of the whole FlowCare team to support the operations of your mill.

With the help of FlowCare, our personnel are able get closer to our customers and to serve them better. The team is able to collect and analyze data from the machinery to improve its operation and to monitor its condition. The application responds to our customers' need to monitor, improve and forecast maintenance.

What is exceptional about FlowCare is that it is always supplied as part of the system delivery, not as separate software. Our specialists are thoroughly familiar with our customers' needs and equipment, which are the starting point for the development of the software. The solutions offered by software houses are data-system-oriented, unable to provide similar level of expertise.

The development team consists of experts in their own fields

The development team consists of specialists from different fields: there are ICT designers, a system designer, an equipment designer, and a maintenance specialist. They combine their knowledge to provide an all-inclusive service that helps our customers to better understand their own equipment.

The system designer contributes their knowledge of the delivery as a whole and the Material Flow How. This includes information used in measuring the performance of the system, such as turnaround time, availability, and utilization.

The equipment designer brings their profound knowledge of individual machines, maintenance targets, and their lifetimes and maintenance intervals.

The maintenance specialist knows how the equipment is serviced in practice, bringing knowledge of what kind of information should be available to the maintenance personnel at the mill and instructions for them.

The ICT designer knows the ICT technology, collects the requirements from the other specialists and brings them into the software, and creates the analytics. The work of an ICT designer is to make compromises between the requirements set by the equipment and the customer, fitting different pieces of the puzzle together. The ICT designer is also an expert on usability and makes the software user-friendly and safe.

The future of FlowCare

The FlowCare team is dedicated to constantly developing the software. In the future, the level of customer service is being improved with an online store, which is going to be piloted this year. With the help of FlowCare and the customer-specific online store, customers can always stay up to speed on their maintenance needs, able to see the range of spare parts and their time of delivery and easily buy them. An online salesperson is available during office hours for personal service. Next year a ServiceDesk interface will also

be piloted, which will make it easier to contact our service personnel. Thanks to FlowCare, Pesmel will be at the forefront when it comes to availability. •

FlowCare

- Data collection system
  - » Available now
  - » Finds bottlenecks in production
  - » Follows the operation of individual machines
  - » Follows the technical availability of the machinery
  - » Detects preventive maintenance needs for machinery
  - » Helps to plan on-time maintenance
- Online store for spare parts
  - » Piloted in 2016
  - » Always up to date
  - » Saves time in purchasing spare parts
  - » Online salesperson assists you during office hours
- ServiceDesk interface
  - » Helps you to communicate with Pesmel's service personnel
  - » Piloted in 2017