

# Material Flow How<sup>®</sup> performance services

Service



# Support across the entire system life cycle

Pesmel customer support provides services to guarantee productivity and reliability over the process' life cycle. The comprehensive and customer-centric service program covers system health throughout its operating life. We provide services for material handling, packing and storage systems including mechanical and electrical works as well as PLC and ICT control systems.

Our specialists and extensive expertise guarantee that the customers' Material Flow How® solutions keep on running and the overall investment and operational costs are kept in balance. We want to bring our customers peace of mind with agile and know-how-based services.

Pesmel's Material Flow How® performance services consist of five key areas:

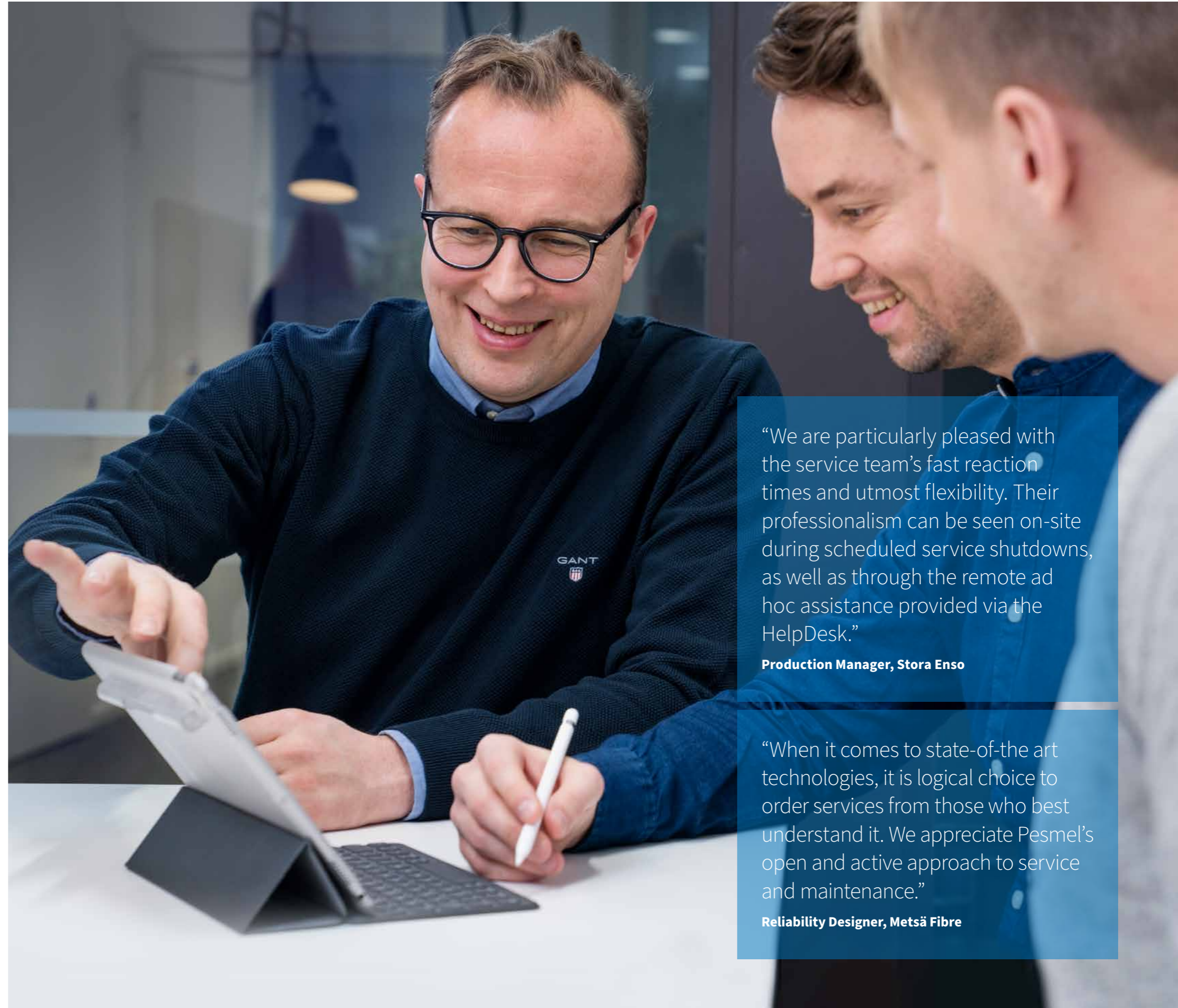
**Modernizations and upgrades**

**WMS application maintenance**

**HelpDesk**

**Preventative maintenance**

**Spare parts**



“We are particularly pleased with the service team’s fast reaction times and utmost flexibility. Their professionalism can be seen on-site during scheduled service shutdowns, as well as through the remote ad hoc assistance provided via the HelpDesk.”

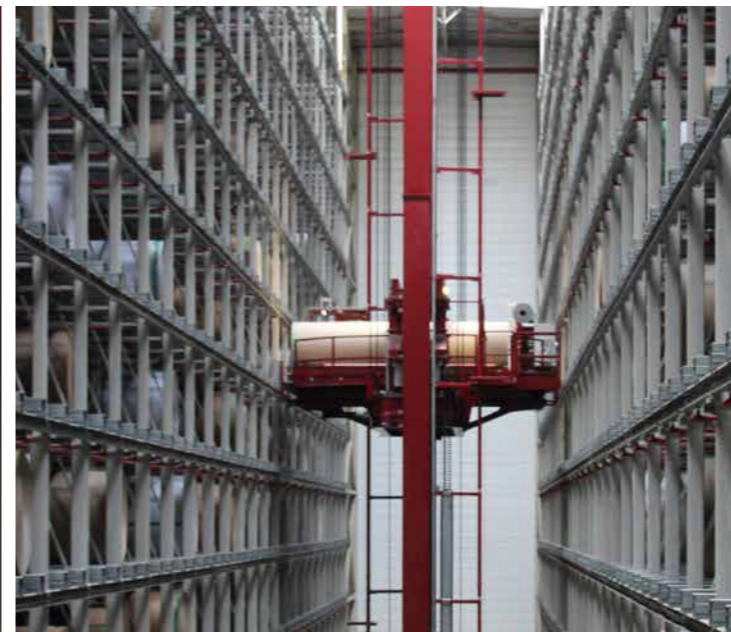
**Production Manager, Stora Enso**

“When it comes to state-of-the art technologies, it is logical choice to order services from those who best understand it. We appreciate Pesmel’s open and active approach to service and maintenance.”

**Reliability Designer, Metsä Fibre**



‘Prevention is better than cure’ is a relevant saying when applied to critical equipment operation in heavy manufacturing industries.



## Modernizations and upgrades

Modernizations extend the life of the current system and equipment, eliminating the need for costly new investments. Pesmel delivers modernizations for existing systems and for those that have reached the end of their feasible service life.

Our experts know material handling systems inside out, and we carry out constant development work on our solutions. This can also be applied to existing systems through modernization upgrades. Together with customers, we plan potential improvements for the optimal rebuild solution. In case capacity needs to be increased or the process otherwise upgraded, Pesmel submits relevant plans and designs and implements the agreed changes.

## WMS application maintenance

A continuous development contract ensures specialist Pesmel support for trouble-free operation of its delivered WMS (Warehouse Management System) and YMS (Yard Management System).

We ensure that mandatory updates are aligned with platform systems, and we take care of regular platform database maintenance to ensure the customer receives the latest software versions. Pesmel experts also perform continuous WMS database health checks to ensure swift and accurate information usage. Other services we offer include training, and cloud-based database backups, if required.

## HelpDesk

Pesmel provides contract customers worldwide with a 24/7/365 HelpDesk service via phone and remote connection. This service covers troubleshooting of PLC, WMS, and YMS systems whenever urgent issues arise to ensure device and systems performance.

Our HelpDesk specialists are there to support trouble-free operation and ensure reliable performance of processes and equipment in acute situations.

We provide service in English and Finnish via a dedicated, direct phone number and email address.



## Preventative maintenance

Regular preventative maintenance ensures trouble-free, peace-of-mind operation of processes, and maximizes system efficiency. Our experienced personnel make regular site visits for condition monitoring and adjustment of mechanical devices, sensors, and electrical components.

Pesmel's maintenance program also includes complete system health checks, and needed future maintenance requirements are planned together with the customer.



## Spare parts

Pesmel's customer support program has a comprehensive spare parts service. We provide our customers with both tailor-made spare parts manufactured using our engineering drawings and vendor components.

New spare parts guarantee reliable operation and extend the life of supplied systems. Experienced personnel take care of customizing spare parts to customers' specifications. Spare parts optimization minimizes the risk of expensive downtime.

# Pesmel Service – High material flow performance

Pesmel's material handling solution is a seamless part of a mill's supply chain. The system operates in a heavy manufacturing environment where downtime is not an option. Our proprietary in-house expertise in material handling and experience of mill processes enable us to provide our customers smoothly running processes with professional service.

High process performance and quality are only achievable if equipment is regularly maintained and upgraded. Pesmel experts work closely with the customers and know their systems from top to bottom. They stay updated on potential ways of improving them when it comes to technological and mechanical improvements to meet today's requirements.

We secure your material flow.

Browse the articles below to find out more about our Material Flow How® performance services. Do not hesitate to get in touch should you have any questions.

Upgrades



HelpDesk



Maintenance



## Pesmel Service

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