

Evolution of service partnership Productivity Services



Your benefits

- + Increased productivity
- + Increased profitability
- + Priority access to service experts
- + Predictable and transparent costs on a monthly base
- + Best practice maintenance to ensure high reliability, safety and long component lifetime

Service solutions for stock preparation plants up to complete production lines

Because service experts are increasingly more difficult to find, customers are focusing more on their core business and are forced to outsource many service activities. Based on a clear understanding of customer needs our Productivity Services – Support Agreement and Performance Solution – are customized solutions for stock preparation plants up to complete production lines or defined plant sections.

We offer a combination of Equipment Services, Process Services and Remote Tools, based on Voith knowledge and best practices – tailor-made from the entire Voith Paper Servolution portfolio. Our advanced technologies in the field of digitization can be tailored for specific needs and supported with continuous supervision and expert assistance. Everything is built on a trustful cooperation with benefits for both sides.

Support Agreement

We believe a good service knowledge is key for successful and sustainable paper mill operation, we therefore want to empower our customers and support with our expert know-how. Any Support Agreement will be designed to customer needs and with a clear target of top performance.

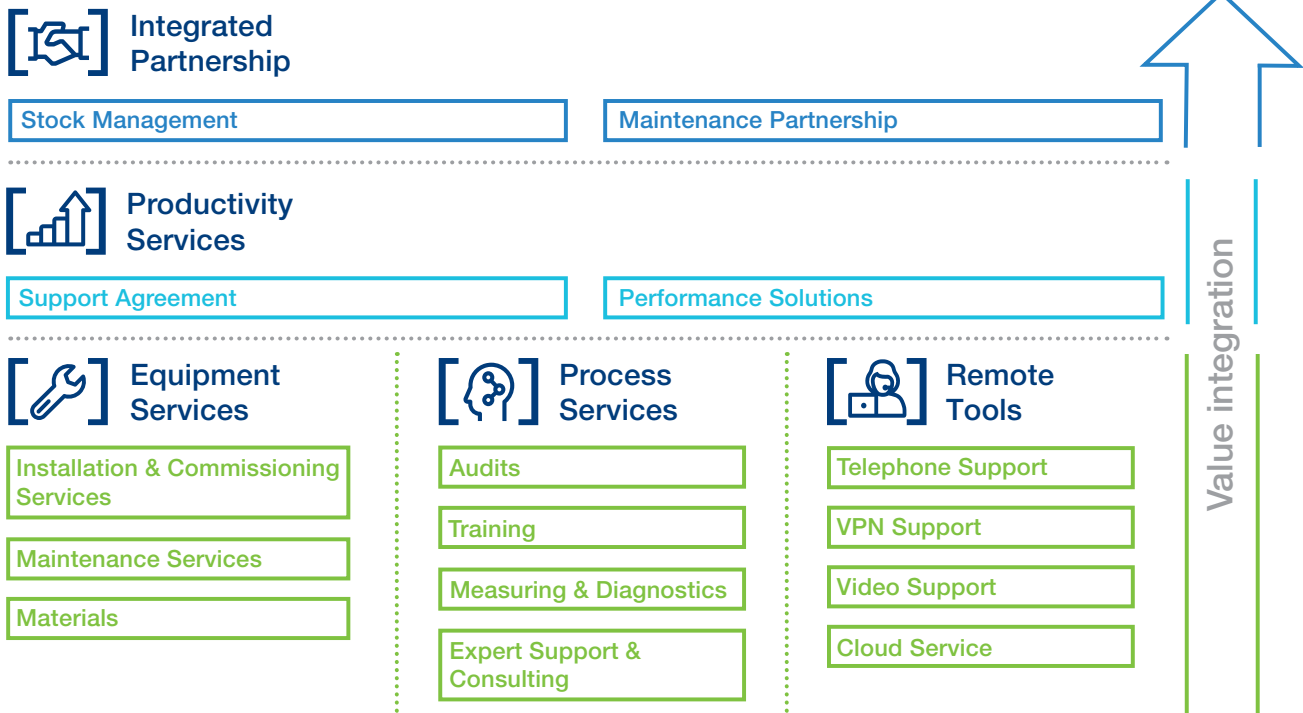
A typical scope involves a combination of services from each service category (equipment, process) together with the tools for fast access to our service experts. We can offer a Support Agreement for any installation where our service is needed and helpful.

Performance Solutions

Through our Performance Solutions we commit to the improvement of selected key performance indicators (KPI). Any target will be jointly agreed, from single to multiple KPI's.

The focus of our Performance Solutions is mainly new production lines after switch to regular operation, but we can also offer to any Voith installation (new or installed base) where we can bring in our knowledge and expertise.

Productivity Services are a bundle of services from the comprehensive Servolution portfolio



Why Voith?

As a full-line supplier of paper and board production lines, we know all process steps and have the experience necessary to achieve a correct balance between productivity, product quality and operating costs. Our dedicated service managers have the skills to support the customers in an appropriate way and have the right network within Voith. Our service specialists can draw on Voith expertise in the development of paper production line equipment to make specific suggestions for improvement.

Our digital services provided by OnPerformance.Lab enable us to use advanced technologies and artificial intelligence with the aim to boost production performance and reduce material costs at the same time.

Our approach: assess – tailor – commit

We will always start with an assessment and together with our customers we define a tailor made concept and the service scope. The agreed cornerstones will be fixed in a letter of intent (LOI). Regular status meetings as well as top management steering ensure continuous improvement and new performance targets will be adjusted to the current situation.

Productivity services will be executed by our operating units local to the customer's location and a dedicated service manager will be your single point of contact.



Basic offering

- Audit/Workshop
- Dedicated service manager
- Voith knowhow & best practices
- Customized equipment and process services
- Remote tools

Optional

- Customized materials package (spare-, wear- and consumable parts)
 - Mechanical roll service
 - Clothing management
 - Papermaking 4.0 technology packages
 - Remote digital services
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Please click on this [link](#) or scan the QR code to visit our Productivity Services website:



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How can we support you?
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