Second generation of FlowCare getting ready for business

Pesmel is currently piloting the FlowCare 2.0 service package, which includes a range of new services giving customers easy access to spare parts, services, and documentation.

Instant access to up-to-date documentation anywhere, any time; a handy support ticket system that accelerates the service process; an online store that showcases the exact parts and services that you require; a virtualized twin of your Material Flow How system, allowing test runs of new features and troubleshooting before the problems even occur. These are the main building blocks of the new advanced FlowCare software package included for free in Pesmel deliveries.

The first version of FlowCare was a detailed data collection and remote supervision system designed to speed up maintenance, assist in preventing unplanned outages, and enhance the further improvement of the system. The data collection system can be implemented as an online service directly involving Pesmel, or as a local service with data only available to the customer. The updated version adds important new features that provide a major boost to Pesmel's ability to serve customers.

Putting the IoT to good use

New technological developments have opened up many possibilities for online services based on the Internet of Things. Pesmel's software development team has eagerly seized this opportunity.

"Many similar services have become part of consumers' everyday lives all around the world," says Marko Nousiainen, director of engineering and R&D at Pesmel. "We want to make these services available in the B2B world as well. We are continuously looking into new ways of working with our customers to ensure that the processes are smooth and that the customers gain the maximum benefit from the services."

New additions to the service package

FlowCare 2.0 includes a set of new services designed to make life easy for customers. A customized online store for spare parts and services always includes exactly those products that the customer's systems might need. Later, the system will also offer proactive recommendations, helping customers keep track of their needs.

The online store is available through Pesmel's customer portal. Another customized service utilizing the same channel is the document library, a centralized storage location for all the documentation related to the customer's systems. The document library ensures that up-to-date documentation is available at all times, without the need for tedious rounds of updates to multiple copies on paper stored in different locations – but paper copies of documentation are, of course, also available when required.

Pesmel's support systems will also enter a new era with FlowCare 2.0. Existing support will be boosted by a service ticket system and enhanced 24/7 support. With an online data collection system in place, Pesmel's service specialists can access customer data directly and start solving problems immediately.

Enhanced commitment from Pesmel

FlowCare 2.0 is a symbol of Pesmel's continuous development efforts and its willingness to serve customers more

effectively and to deepen the post-delivery relationship. The new software allows Pesmel to look after the delivered hardware better than ever, as well as adding a new area of maintenance services: software development and updates will be an important part of the overall service.

As an additional benefit, the service package gives Pesmel the opportunity to further develop its products based on combined data from customer systems and the online store. As a result, customers will benefit from the increased fault tolerance of new generations of Pesmel's systems. Advanced information systems drive value for everybody. •

FlowCare 2.0

- Data collection
- Online store for spare parts and services
- Document library
- Support tickets
- 24/7 online support