



# Glaston Corporation Capital Markets Day 2021

CMD 2021

26 August 2021

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# Services highlights



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Meet  
Artturi  
Mäki

SVP, Services



# Services throughout the life cycle

## Services for a lifetime

- We support our customers **throughout the life cycle** of the machine – which can be even 20 years or more
- Our glass processing machines are designed and built to withstand **constant use at high utilization rates**
- **Proactive and regular service** will further extend the lifetime of the machines
- New features and capabilities can be added with **modernizations and upgrades**




- Full offering and **unique global footprint** with presence in 10 countries
- Comprehensive **service expertise** and **support** throughout the organization
- Frontrunner in continuous **online services**
- **Extensive installed base** with ~4,000 lines in use and over **500 service agreements**
- Development of new services leveraged with **digitalization** and with the **data**



# Key trends with the Services market

## Trends and expectations

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- ↗ Customers' need for consistent high-performance in their production
  - ↗ Extending the productive lifetime of the existing equipment
  - ↗ 24/7 support remotely, immediate service from a highly knowledgeable service person
  - ↗ Quality parts, overnight delivery globally, superior purchasing experience
  - ↗ Expectation to get services with the latest technologies
  - ↗ Customers want to focus on their product and deliveries, not only to maintain their production equipment

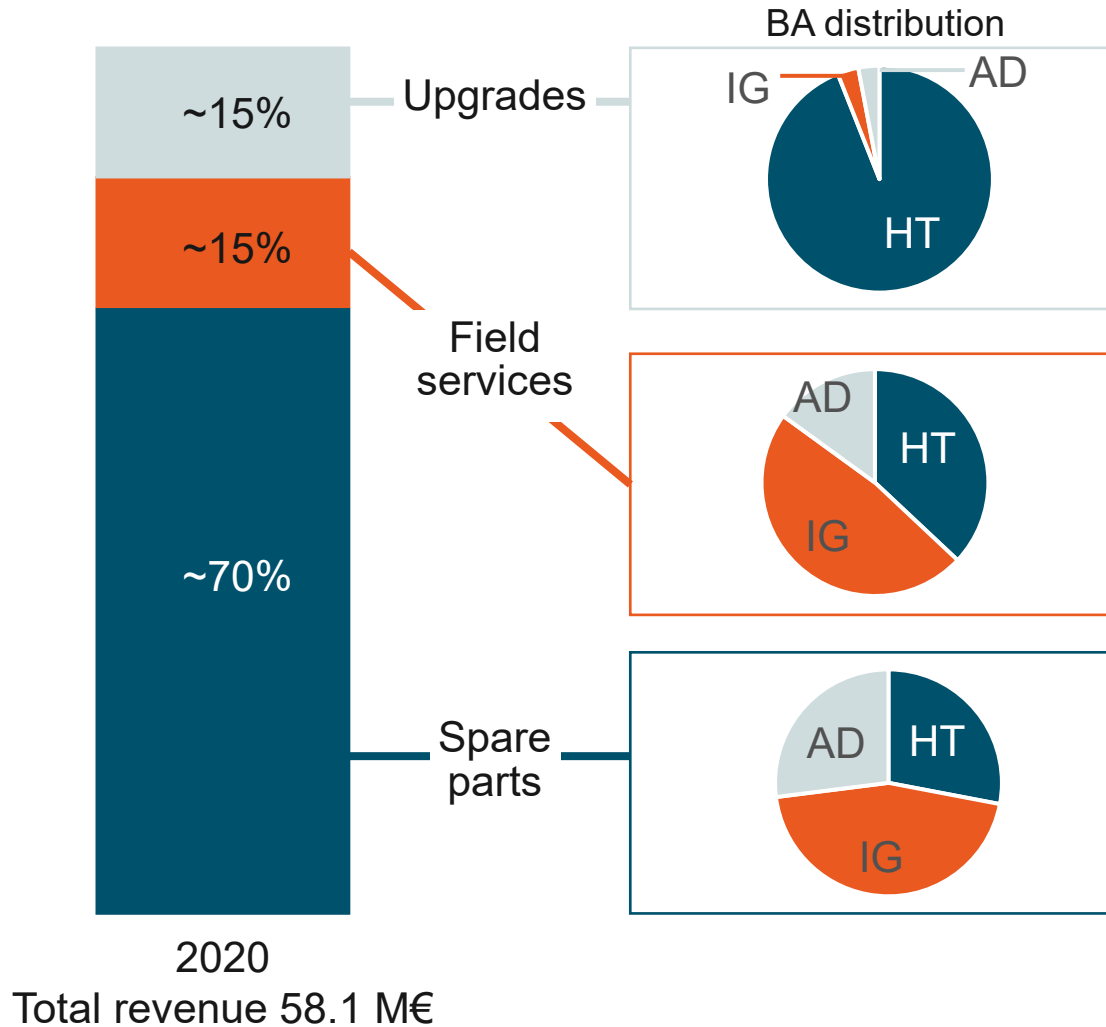
# Key success factors in Services

## Across the regions

- ⤴ We offer sustainable solutions and services
- ⤴ We need to be easy to work with
- ⤴ We need to reduce customers' total cost of ownership
- ⤴ We must be trusted professional service and process partner



# Main services portfolios



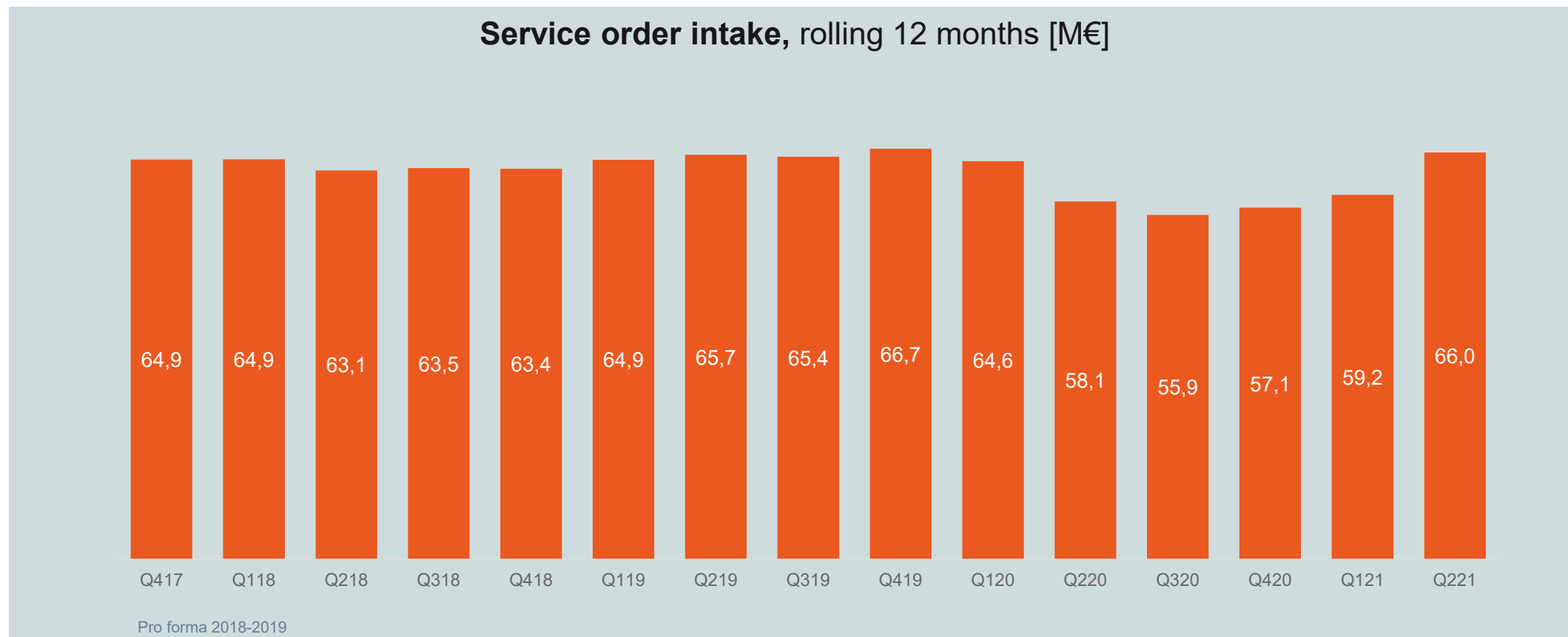
## Growth actions for 2021-2025:

We plan to grow in all main service portfolios: spare parts, field services and upgrades.

Areas of growth potential build on existing progress in:

- process optimization and preventive maintenance
- good experiences in remote support
- increased attention to Insulating Glass and Automotive upgrade development

# Services order intake



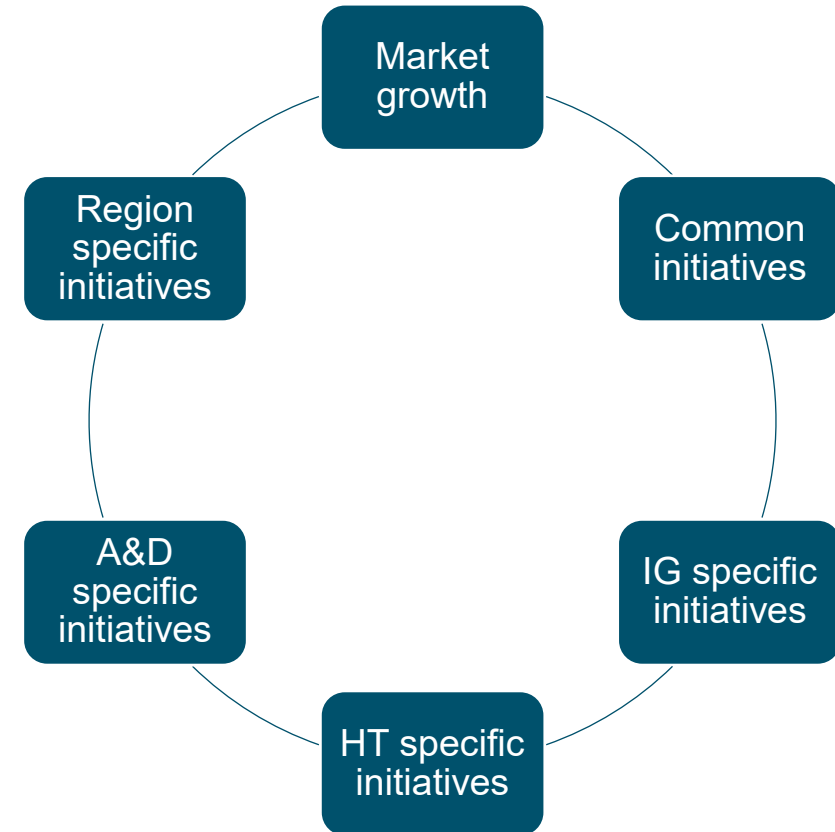


# Growth with market and with the initiatives

## Services focus areas

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- **Growth in all regions**
  - Footprint actions to ensure operations
  - Global operations to ensure flexibility
- **Growth actions in all product families within Services**
  - Response to market growth with the adjusted capacity
  - Continuous flow of novel offering
- **Growth in Services in all business areas**
  - Installed base in focus for sustainable business
  - Selected initiatives to apply latest technology
  - Leverage common group capabilities





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Thank you!

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