

PRESS RELEASE

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VMI invests in global technical support infrastructure for customers worldwide

VMI, the world's leading independent manufacturer of tire building machines, has carried out a program of investments aimed at providing consistent high level technical support to customers globally. This service is strategically based at three global locations in Yantai (Shandong Province, China), Epe (Netherlands) and Stow (Ohio, US), enabling each expert team to provide the same level of support anywhere.

Each custom-designed support center uses identical technology, ensuring complete consistency at all times. Based on the Asset Management platform, the VMI service enables engineers to respond fast and expertly when customers raise issues or questions with them. They can use remote monitoring for fast diagnosis, access the complete corporate knowledge of VMI's engineering teams globally, and respond with effective solutions.

Erik Lapré, VMI VP Global Services: "We understand that regardless of the location, customers need fast access to the best advice in support of key business priorities. For example, ensuring that production is not interrupted, or avoiding quality issues such as excessive waste. The fastest way to deliver this support is through remote service centers, where customers can be certain of receiving the best insights, know-how and practical advice to resolve issues and get their operations back on track. As these centers all leverage the same infrastructure, information as well as processes, this means that our services stay consistent at all times."

Proactive, expert support, meeting agreed KPIs and always current

The Asset Management platform ensures that support teams operate to best practice levels at all times, with new insights and experiences added to the database at once. Engineers can collaborate with the customer to look at machine performance levels at the site, right down to individual machine and component level.

They can also review the service standards required, KPIs and all agreement details at the same time. With customer permission, VMI is able to carry out reviews at regular intervals and proactively offer guidance and advice designed to enhance asset performance and extend useful life, while improving sustainability and productivity.

Mike Norman, VMI Chief Commercial Officer: "Customers are rightly insistent on high levels of security assurance where data is concerned. VMI's solution is designed for fast response to customer needs, with all monitoring and data access carried out within strict, pre-agreed limits."

Breaking new ground in service support

The Covid pandemic, coupled with the need to manage supply chains under stress at times of economic difficulty, mean that the traditional service method, which normally involves calling out an engineer on-site, is simply not fast or agile enough to deliver the support customers rightly demand today. VMI's remote service support solution ensures expert intervention worldwide, when and where the customer needs it most. This enables most problems to be resolved fast, reducing costs, saving time and proving how valuable a more proactive approach can be.

Innovative solution from a smart manufacturer

VMI, based in Epe (Netherlands) has been a top innovator in the field of smart machines since its foundation in 1945. Now recognized as the leading independent designer and manufacturer of tire-building machines worldwide, VMI is using advanced IT and analytics-based solutions to enhance its own performance in every area from environmental improvement to operational efficiency to higher productivity. The remote support desk solution is a key step in helping customers to gain maximum benefit from advanced analytics and data management right across their own businesses.

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About VMI

VMI is a leading producer of innovative manufacturing solutions and offers global technical support from 10 facilities on four continents. VMI employs more than 1600 people around the world. To learn more about VMI Group, please visit www.vmi-group.com. VMI is a wholly owned subsidiary of TKH Group N.V. (NYSE Euronext Amsterdam, www.tkhgroup.com).