

LatAm SER S&OP 2026 - EXPO

Station 09 – Automation Service Solutions
Offering

Gustavo Sato



Automation Service Solutions: South America Organization

Automation Solutions ServiceSA

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Automation Service Solutions: BRA Organization

INTERNAL



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Service Manager
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Evandro Santos
Service Engineering
Manager



Lucas Vargas
Service Engineering
Manager



Welligton Pinto
Service Engineering
Manager



Gustavo Sato
Application Engineering
Coordinator



Ana Vicente
Service Analyst

LOCAL FIELD ENGINEER

Analyzer&Measurement: 05 resources;
Workshop: 01 resource.

Sales responsible:

- Demand Service;
- Roadmap/Lifecycle plan.
- Mill Shutdown.

LOCAL FIELD ENGINEER

Performance Solutions: 04 resources;

Sales responsible:

- Demand Service;
- Roadmap/Lifecycle plan.
- Mill Shutdown.

LOCAL FIELD ENGINEER

QCS: 8 resources;
Partners QCS: 01 resources;
DCS: 5 resources;
Partners DCS: 04 resources.

Sales responsible:

- Demand Service;
- Roadmap/Lifecycle plan;
- Mill Shutdown.

Sales responsible: QCS/DCS/AMP

- Spare parts;
- Agreements.

Application Team: QCS/DCS/AMP

Application: 04 resources;
Internal Sales: 01 resources

Automation Service Solutions Offering

INTERNAL



Upgrades and Lifecycle Services	Maintenance and Technical Support	Process Performance Services	Asset Performance Services	Cybersecurity Services	Learning Services	Spare Parts
Lifecycle Plan	Preventive Maintenance	On-demand Expert Support	Vibration and Runnability Analysis	Cybersecurity Consultancy	Instructor-led Training	Spare Parts and Repair
Software Lifecycle Agreement	Service Visit	Analysis and Diagnosis Service	Predictive Monitoring	Identity and Access Management	Online Learning	Exchange Unit Service
Automation Upgrades	On-call Service	Performance Improvement & Optimization	Network and Node Monitoring	Endpoint Protection		Spare Parts Coverage
Automation Extensions	Remote Support	On-site Expert	Specialist Services	Vulnerability Management		Spare Parts Inventory Audit
Engineering Services	Emergency Service Visit Response Time	Performance Consultancy		Network Protection		Spare Parts Inventory Management
UX Design Service	System and Device Audit			System Recovery		
	Maintenance Planning and Execution					
Automation Service agreements						
Customer Portal						

Automation Service Solutions: Organization

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Upgrades and lifecycle services

How can you ensure your automation runs efficiently during the lifetime while minimizing the total cost of ownership?

Our solution

- Analyzing the installed base data and building a proactive lifecycle plan of how to upgrade the system hardware and software in the most beneficial way over the coming years
- Gradual implementation of the upgrades in small steps throughout the system lifecycle
- Engineering services to execute the agreed application or system changes

Key benefits

- Ensured system capacity and extended lifecycle
- Improved safety and cybersecurity
- Support and spare part availability are secured
- Reduced total cost of ownership and easy budgeting



Process performance services

How can you get the most out of your automation processes and increase the sustainability of your operations?

Our solution

- Proactive performance analysis and diagnosis, and troubleshooting underperforming process performance
- Identifying needs and ideas for performance development
- Improving and optimizing process performance remotely or on-site
- Performance improvement solutions can be added to your lifecycle plan

Key benefits

- Increased production capacity and reduced maintenance costs
- Optimized end-product quality and maximized value from raw materials
- Reduced emissions and energy
- Journey towards autonomous operation



Maintenance and technical support

How can you ensure that your automation system and devices remain reliable and that maintenance actions are planned and implemented professionally when needed?

Our solution

- Fast support is available through a secured remote connection, or a service expert can visit your site
- Maintenance planning, execution, management and development according to the agreed scope
- Maintenance tasks based on product specific Preventive Maintenance Programs

Key benefits

- High availability, reliability and performance
- Minimized risks with peace of mind
- Extended lifetime of automation systems and devices



Asset performance services

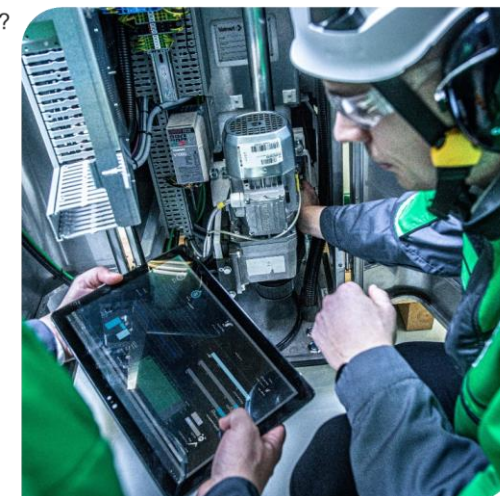
How can you improve the reliability and availability of your assets?

Our solutions

- Audits and planning to identify improvement potential in your asset performance management, including condition monitoring practices
- Analysis and diagnosis services from remote expert support to regular online or periodical offline monitoring
- Predictive monitoring to identify anomalous asset behavior and create warnings for local experts

Key benefits

- Preventing unexpected failures leading to production breaks and high repair costs
- Improved equipment reliability and availability
- Ensuring the quality of your end products



Automation Service Solutions: Organization

INTERNAL



Cybersecurity services

How can you safeguard business continuity with always up-to-date cybersecurity in a multi-vendor and multi-site environment?

Our solution

- Security awareness with trainings and certification programs
- Managing security with Identity and Privileged Access Management, connection multifactor authentication, security monitoring and auditing
- Risk assessments, asset inventories and security advisories for vulnerability management
- OT/ICS native endpoint protection solution and virtual patching
- Disaster and recovery planning with backup solutions

Key benefits

- Awareness, detection, protection and fast recovery



Learning services

How can you ensure your team has the necessary skills from day one and how to strengthen their expertise when responsibilities evolve and automation systems develop?

Our solution

- Customized and standard courses, on-site or off-site
- Training is supported by advanced tools, such as simulators and online learning portal
- Services include also skills assessment, identification of competence gaps, and course curriculum planning

Key benefit

- Confident and skilled personnel ensure safe, stable and efficient start-up and operation with minimized environmental risks



Automation Service Solutions: Agreements

INTERNAL



Maranhão

- Suzano Imperatriz
QCS/DCS/Analyzers (Spot)

Mato Grosso do Sul

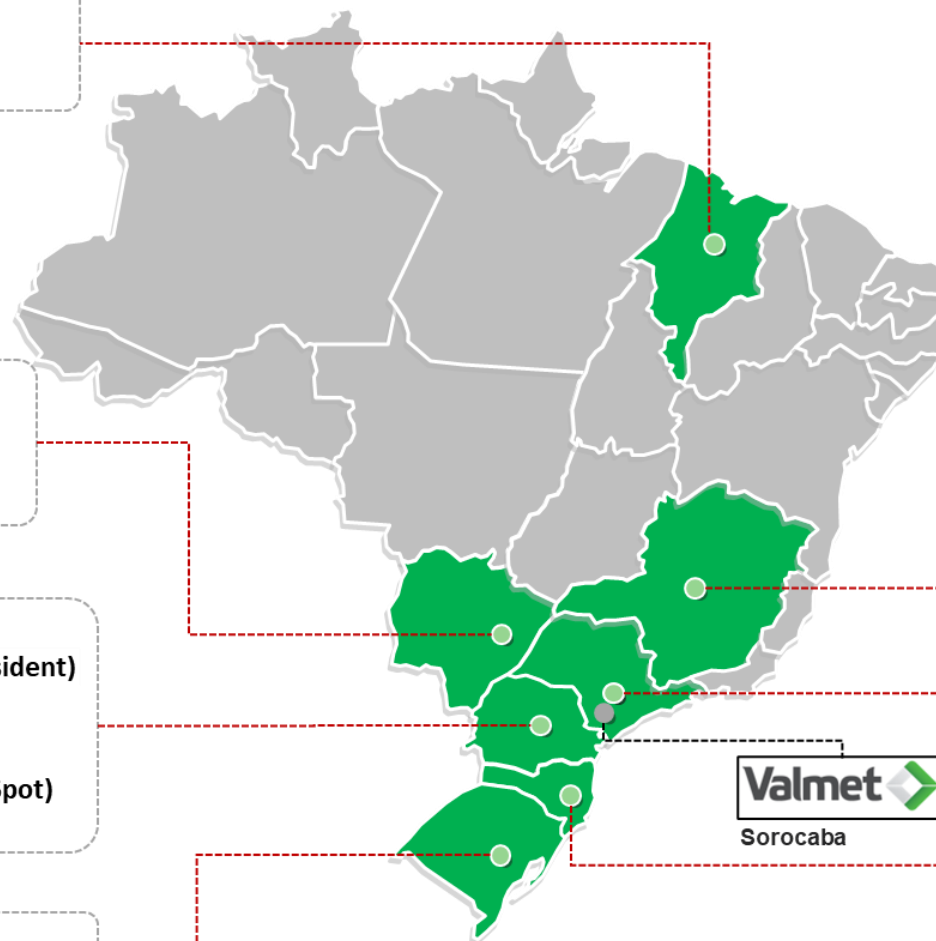
- Eldorado Três Lagoas- APC Recovery boiler and Evaporation (Resident)

Paraná

- Klabin Ortigueira – QCS & Analyzers (Resident) / Mill Shutdown
- Klabin Monte Alegre – QCS (Hours bank)
- Santa Maria Guarapuava – QCS & DCS (Spot)
- Ibema Turvo – QCS (Spot)

Rio Grande do Sul

- CMPC Guaíba – DCS & APC (Residents)



Minas Gerais

- Cenibra Belo Oriente – APC Cooking, Caust and Steam (Resident)
- LD Celulose Indianópolis – DCS (Resident) / QCS / Analyzers (Spot)

São Paulo

- Suzano Mogi das Cruzes - QCS (Spot)
- Suzano Rio Verde – QCS (Spot)
- Suzano Suzano – Analyzers (Spot)
- Sylvamo Mogi Guaçu – IQ WMS (Spot)
- Ibema Embu – QCS (Spot)
- Klabin Angatuba – QCS (Spot)
- Klabin Jundiá – Price book to Spare parts
- Petrobras São José dos Campos – DCS (Engineering)

Santa Catarina

- Klabin Correia Pinto – QCS (Resident)
- Klabin Otacílio Costa – QCS (Resident)
- Irani Vargem Bonita – QCS (Spot) / DCS (Resident)
- WestRock Três Barras – APC Batch Cooking (Spot)



