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BTG Launches New Field Service Management Platform to Enhance Customer Experience and Service Quality

BTG is proud to announce the deployment of a new, state-of-the-art **Field Service Management (FSM)** platform, now live in the European region. This major upgrade reflects BTG's commitment to delivering superior service quality, improved organization and scheduling in execution of repair, preventive maintenance, and performance services on BTG Process Control instrumentation of our customers.

This launch marks the beginning of a global rollout, with an upcoming deployment in North America before expanding to the rest of the world, with a clear goal: to provide every customer with **faster, smarter, and more value-driven service**.

By investing in this next-generation solution, BTG is reinforcing its role as a trusted service partner—helping customers protect their assets, boost efficiency, and drive performance.

BTG Group is a multinational provider of integrated, highly specialized process solutions for the global pulp and paper industry. BTG is committed to helping its customers achieve significant, sustainable gains in business performance.

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