



MIPRO SERVICE LIFE CYCLE MANAGEMENT

ENSURING **AVAILABILITY, PERFORMANCE,
AND SECURITY** IN RAILWAY SIGNALLING
AND OPERATIONS

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EFFICIENT SOLUTIONS FOR THE ENTIRE LIFE CYCLE

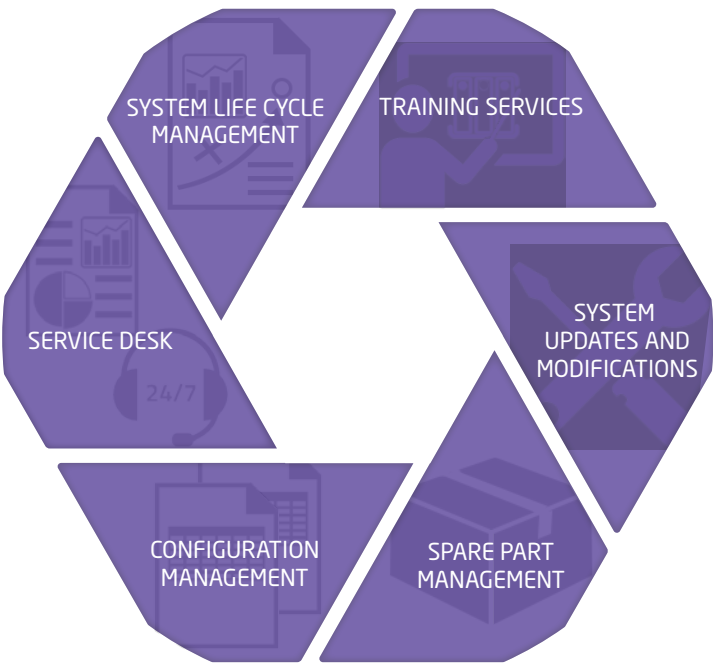
Mipro Oy offers solutions and services with a long life cycle. The goal is to offer our customers the best possible long-term return on their investments in our solutions. To support all this, we offer service life cycle management to maintain the value of the investment and the longest possible life cycle.

Life cycle management monitors and considers the big picture and ensures that products are consistent throughout their life cycle. As part of life cycle management, Mipro's product development ensures that the products meet the development standards for functional safety and that all components are safety certified.

Life cycle management focuses on delivering quality support service to the customer, minimising interruptions in customer's service. The service manager has a top-level view of Service Level Agreements (SLAs) and customer needs. The service desk focuses on receiving customer service requests and resolving them together with field technicians.



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Mipro's service life cycle management ensures the customers' systems run smoothly with efficient maintenance and tailored support. Our 24/7 Service Desk offers expert help, using remote diagnostics, monitoring, and analysis tools to quickly detect and fix issues. By evaluating system performance, our specialists have transformed maintenance from a reactive to a proactive approach, minimising downtime and improving reliability.

In addition to troubleshooting, our Service Desk manages spare parts and system component inventory to ensure smooth operations. We also provide clear guidance and instructions for successful installations, helping maintenance teams implement system components effectively. To keep your personnel up to date, we offer ongoing training, equipping them with the latest industry knowledge. For greater visibility and control, customers can have access to our self-service portal which provides real-time insight into open incidents and commonly used solutions. Every service package is designed to meet the specific requirements.

With decades of experience in the railway industry, Mipro has in-depth knowledge not only in our own systems but of railway technology as a whole. Our comprehensive service approach ensures that your operations run smoothly, reliably, and efficiently.

TRAINING SERVICES

Mipro also offers its customers training services to ensure that the customer's users, maintenance personnel and system managers can effectively use and manage the systems. Training provides the latest information on the use, maintenance, troubleshooting and configuration of systems and products. In addition to having comprehensive and in-depth knowledge of its own systems, Mipro also has decades of experience in the railway business in general.

SPARE PART MANAGEMENT

Efficient spare parts management is key to reducing downtime and keeping systems running smoothly. By seamlessly coordinating on-site maintenance teams with a remotely managed service desk, spare parts are always tracked, available, and delivered exactly where and when they are needed. Mipro's optimised spare parts management ensures faster repairs, improved efficiency, and cost savings; keeping your operations running without interruptions.

SERVICE DESK

Customer experience it is of utmost importance to Mipro. Our way of maintaining a high level of customer service happens through a centralised Service Desk. It handles all customer service requests and maintains a general overview of operations including existing issues, scheduled site visits and a knowledge base of common incidents and problems. The service desk takes a proactive approach to problem-solving by using monitoring to detect potential issues at an early stage. By analysing data, it can identify trends that may lead to incidents and address them before they develop into problems. Additionally, the service desk efficiently coordinates maintenance teams, ensuring their work is well-organised and controlled. It also helps customers implement best practices, either remotely or with the support of skilled maintenance technicians.

SYSTEM UPDATES AND MODIFICATIONS

System updates and modifications ensure optimal performance, security and customisation. This includes product updates, customer-specific modifications, customised solutions and security updates as part of vulnerability management. Mipro performs update planning with risk and impact assessment, and schedules them together with customer to suit their operative needs, minimising interruptions to their service. Regular updates and careful planning are vital tools in responding to emerging threats and newly discovered vulnerabilities. They also ensure that the safety, security, and operational needs of the system do not deteriorate after commissioning.

CONFIGURATION MANAGEMENT

Mipro's Configuration Management ensures efficient control and oversight of system information and assets, including both hardware and software components. By maintaining system integrity and optimising performance, it facilitates seamless updates and upgrades. This process not only ensures smooth operations but also enhances security by preventing unauthorised changes and by reducing vulnerabilities. Configuration management enables Mipro to achieve greater consistency, compliance with standards, and improved overall system reliability.

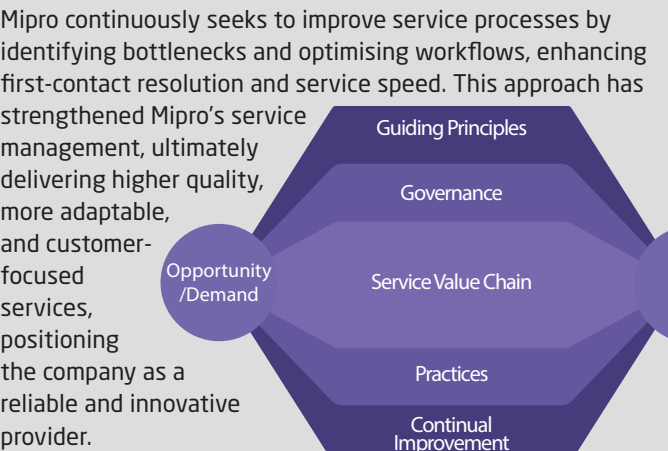
SYSTEM LIFE CYCLE MANAGEMENT

Mipro ensures reliability, efficiency and cost savings already in the design phase of the systems and strives to prevent problems before they occur through proactive maintenance measures. Our approach minimises downtime and optimises system performance. With advanced monitoring and remote diagnostics, we detect potential failures early, enabling fast corrective action and reducing costly disruptions. Regular system audits and performance assessments keep everything running at peak efficiency, while optimised spare parts management ensures critical components are always available.

SERVICE DEVELOPMENT IN MIPRO

Mipro Oy has embraced ITIL®4 to enhance service delivery and development, ensuring services are tailored to customers' needs. ITIL's guiding principles foster a culture of continuous improvement, collaboration, and customer-centric service. Regular stakeholder meetings and feedback loops allow Mipro to refine its services in line with market demands.

The ITIL® Service Value System serves as a framework, transforming opportunities into value by focusing on governance, continuous improvement, and cohesive service management. Efficient service planning includes managing customer commitments, resource allocation, availability of spare parts, and ensuring technicians have the required skills and certifications.



CYBER SECURITY MANAGEMENT

We are an ISO/IEC 27001:2022 certified company, ensuring high security standards through robust governance and continuous improvement.

SECURITY BY DESIGN IN PRODUCT DEVELOPMENT AND PROJECT DEPLOYMENT

Our experience in implementing the IEC-62443 framework in product development and project processes, allows customers to manage the security of their systems with up-to-date and effective methods. Security is embedded in our processes from concept through to commissioning, and further into maintenance, in order to effectively mitigate threats and to improve the resilience of deployed systems.

DEFENSE-IN-DEPTH

With resilient segmented architecture, supporting solutions and managed processes, we apply a multi-layered approach to security of the system. This allows customers to enforce their policies on the system, and effectively manage security throughout the life cycle.

KEY BENEFITS

- Security controls aligned with the system owners' needs and processes
- Maintains security throughout the system life cycle
- Ensured regulatory compliance for customers
- Long-term protection and resilience through risk and vulnerability management



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Mipro is specialised in railway and industrial systems. Our systems are used for safety management in railway and metro services and industry processes as well as for controlling processes in water and energy management. Mipro is headquartered in Mikkeli, Finland, with offices in Espoo, Oulu and Tallinn, Estonia.

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Our operations follow an integrated management system that meets the ISO 9001 standard for quality. We also have an environmental system certified to ISO 14001 and an information security management system certified to ISO/IEC 27001.