

# Metso

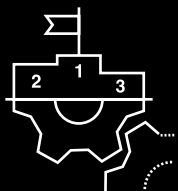
## Data-driven Performance Services

For improved  
equipment  
performance

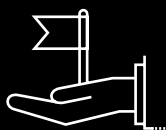


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Improved availability  
and performance



Efficient  
issue resolution



Increased safety  
and sustainability



Reduced  
costs

# Data-driven Performance Services

In an industry facing declining ore grades, aging workforces and increasing pressure to improve safety and sustainability, **data has become a critical driver of success**. Metso's Data-driven Performance Services enable operations to overcome these challenges by transforming data into actionable insight.

Through secure connectivity and collaboration, our global expert network delivers reliable technical support and condition monitoring tailored to your operational goals. These services go beyond monitoring - they enable continuous improvement, faster issue resolution, and smarter, more sustainable operations.

Whether you're running crushers, mills, filters, pumps, screens, analyzers, or all of the above, Metso's data and AI-based remote monitoring - combined with our global expert network - transforms insights into action. This enables more uptime, smarter decisions and measurable cost savings - **for both today and into the future**.

**Choose the service level that meets your needs:**

## **Data-driven Technical Support (DDTS)**

Experience seamless troubleshooting with Data-driven Technical Support. Our tech support and field service experts have immediate access to the latest equipment information, continuously updated online, ensuring operations are running smoothly and efficiently.

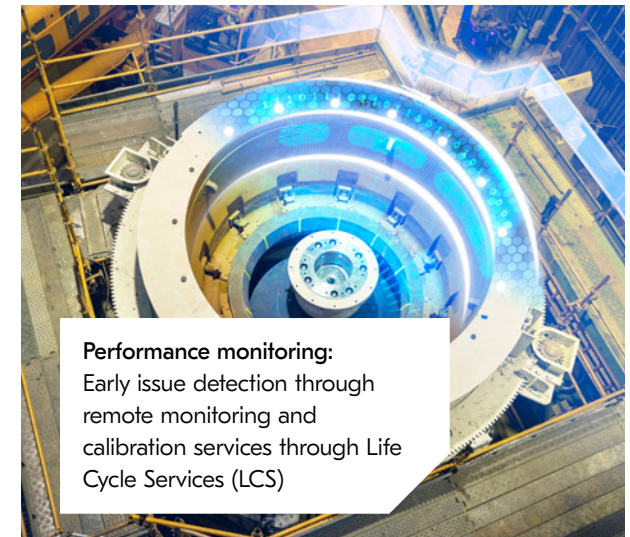
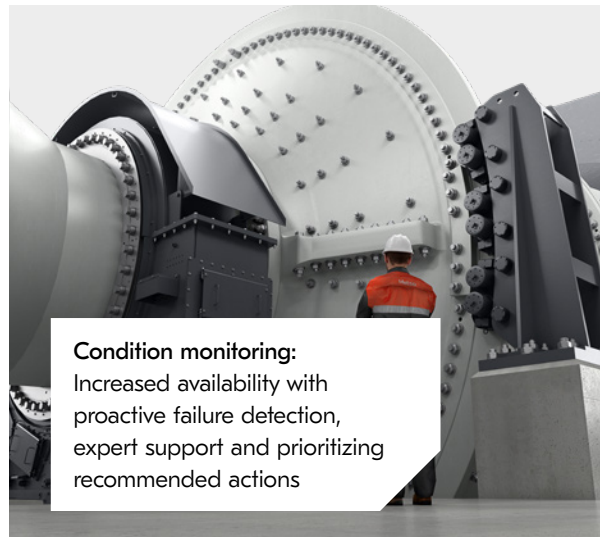
## **Data-driven Condition Monitoring (DDCM)**

Data-driven Condition Monitoring (DDCM) adopts a more proactive approach. In DDCM, data collection, analysis and reporting are conducted at Metso Performance Centers. The availability of each of these services can be found in the table on page 4.



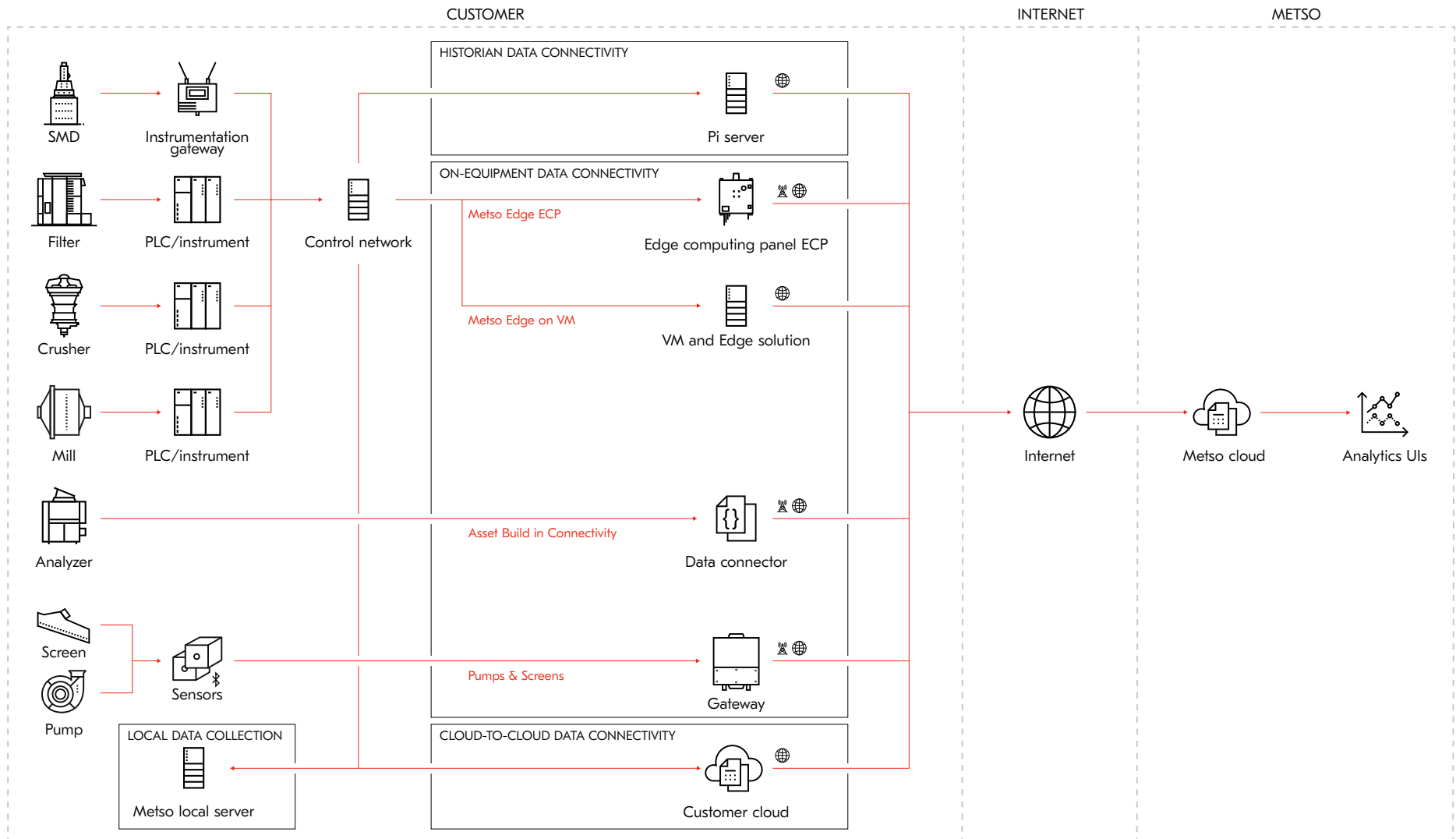
# Current service levels available for different technologies

	Technical support	Condition monitoring	Performance monitoring
Analyzers	•	•	•
Crushers	•	•	
Filters	•		
Horizontal mills	•		
Vertical mills		•	
Pumps		•	
Screens	•		





# Data connectivity architecture



## Data-driven Performance Services

# Analyzers

### Smarter operations start with smarter insights

Analyzers play an important role in process optimization, delivering accurate, real-time data to drive efficient, safe, and sustainable operations. With Metso's Data-driven Performance Services, this value is amplified—transforming connectivity into actionable insights that reduces downtime and enhances overall plant performance.

All new Metso Couriers come with built-in connectivity, enabling secure data sharing from the start. Metso experts remotely monitor key performance indicators, supporting fast troubleshooting, early failure detection, and smarter maintenance planning.

With enhanced visibility into analyzer health and performance, you benefit from improved uptime, reduced risk of unexpected failures, and more efficient decision-making. Whether it's proactive condition monitoring, technical support, or calibration management, Metso's Data-driven Services are designed to keep your analyzers running at their best.

Our intelligent alerts are designed for known failure types and mechanisms, helping you detect issues early and respond faster. Metso experts continuously refine existing alerts and develop new ones to keep up with equipment behavior and process demands.

Start strong with Metso's built-in connectivity and stay ahead with data-backed support tailored to your operation's needs.

#### Seamless integration

New Metso Couriers come with built-in connectivity, enabling Metso Data-driven Services from day one.

#### Extensive coverage

Majority of Metso Couriers commissioned after 2022 are compatible with Metso Data-driven Services.

#### Secure and flexible connectivity solution

Metso's connectivity team helps you select the right connectivity solution for your system architecture.




# Product models supported by our solutions

	Data-driven Technical Support	Data-driven Condition Monitoring	Data-driven Performance Monitoring	On-demand Calibration Service via Performance Center
Courier 5X/6X/6G	Yes	Yes	Yes	Yes
Courier 5i/6i (legacy)	No	No	No	No
Courier 8X	Yes	Yes	Yes	Yes
Courier 8 (legacy)	No	No	No	No
PSI 300i/500i	Coming soon	Coming soon	Coming soon	Coming soon
PSI 300/500 (legacy)	No	No	No	No
Courier HX	Coming soon	Coming soon	Coming soon	Yes
Courier 5X/6X/8X/6G version 2	Coming soon	Coming soon	Coming soon	Coming soon
PSI 1000	Coming soon	Coming soon	Coming soon	Yes

## Prerequisites

- Courier software version 1.7 and above
- PSI software version 2.3 or above
- VPN connection to the analyzer with file transfer capabilities





## Case: Courier Analyzer system

# Digitalization & Life Cycle Services

### Background

With a target of ~50ktpd, this mine relies heavily on the availability and accuracy of their analyzer. The mine estimated that if the availability of the analyzer drops by 5%, the impact on the process control due to decreased accuracy would impact their reagent dosage level control, thus negatively impacting production targets.

### Challenge

- Inefficient process control
- Incorrect reagent dosages
- Analyzer availability and accuracy
- Lack of accurate, real-time process data
- Recovery losses

### Solution

- Life Cycle Services for Analyzers including Data-driven Performance Services

### Results

- Overall availability: 97-99%
- Accuracy of over 95% maintained
- Increased recovery
- Efficient process control

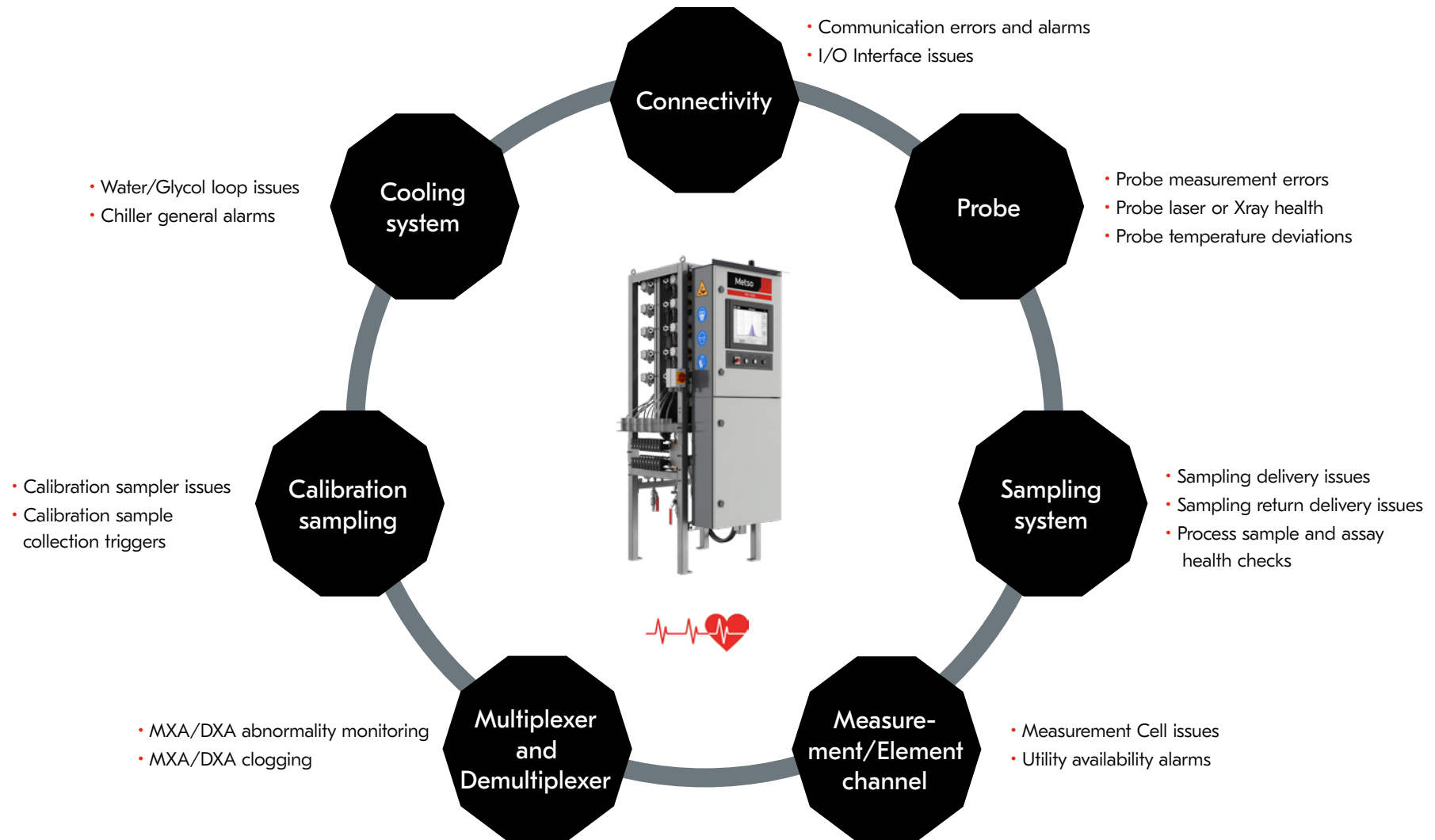
# Increased recovery & availability

# Data-driven anomaly and failure detection for Analyzers

## Continuously evolving with smarter alerts

Intelligent alerts are designed for known failure types and mechanisms, helping you detect issues early and respond faster.

Metso experts continuously refine existing alerts and develop new ones to keep up with equipment behavior and process demands.



## Data-driven Performance Services

# Crushers

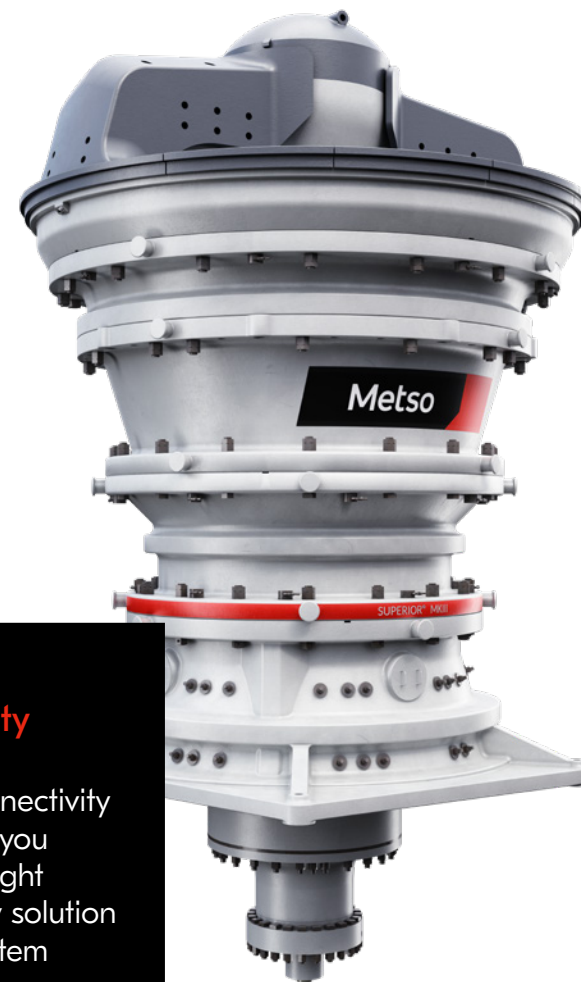
### Smarter crushing starts with insights

Crushers are often the bottleneck in mineral processing circuits. When they underperform or go offline, the entire operation feels the impact. Metso's remote monitoring and AI-powered analytics for crushers help identify issues before they escalate, enabling faster resolution and reducing unplanned downtime. With live insights and expert support, you can keep your crushers running at peak efficiency.

Our services are compatible with a wide range of crusher models, including MP and HP series units commissioned after 1996. Whether you're commissioning new equipment or retrofitting existing units, Metso's connectivity solutions and global expert network ensure a seamless transition to smarter operations.

From improving availability and throughput to enhancing safety and sustainability, Metso's data-driven approach empowers customers to make better decisions, faster. It's not just about fixing problems - it's about preventing them, optimizing performance and unlocking the full potential of your crushing circuit.

Metso's Data-driven Performance Services for crushers are designed to meet customer challenges head-on, transforming reactive maintenance into proactive performance.



#### Seamless integration

New Metso crushers come with the option of built-in connectivity, enabling Metso Data-driven Performance Services from day one.

#### Extensive coverage

Metso MP800, MP1000, MP1250, MP2500, HP800, HP900, and PG SG crushers commissioned after 1996 are compatible.

#### Expert evaluation

Local sales assist in evaluating the need for instrumentation audits and potential instrumentation retrofits. Global experts support when needed.

#### Tailored connectivity

Metso's connectivity team helps you select the right connectivity solution for your system architecture.






## Product models supported by our solutions

	Data-driven Technical Support	Data-driven Condition Monitoring
Primary gyratory crushers	Yes	PG SG
Jaw crushers	Yes	Coming soon
Cone crushers	Yes	MP800, MP1000, MP1250, MP25000, HP800, HP900
Impact crushers	Yes	Coming soon

### Key solution highlights

- **Faster issue resolution and preventive actions:** Immediate access to online equipment data allows for quicker identification and resolution of problems.
- **Enhanced technical support:** Our experts provide recommendations with increased accuracy based on data.
- **Improved visibility:** Access to weekly reports with relevant KPIs to track equipment over time.
- **Continuous improvement support:** To increase uptime and improve or maintain operational efficiency





Case: Increasing crusher availability

# Improving the entire comminution circuit performance

Reducing intermittent stops on crushers resulted in increased operations within ideal power draw range and ultimately, in more efficient and stable crushing. This has improved the entire comminution circuit performance.

## Challenge

The crushers (3) were running intermittently, leading to lower production rates. The crushers did not reach their expected production levels due to idling and operating outside of the ideal power draw range.

## Solution

A joined cross-functional team monitored and analyzed operating data and identified multiple root causes, proposing fact-based action recommendations based on a better understanding of the entire comminution circuit performance.

## Results

- Improved utilization
- More efficient and stable crushing
- Improved performance of the entire comminution circuit

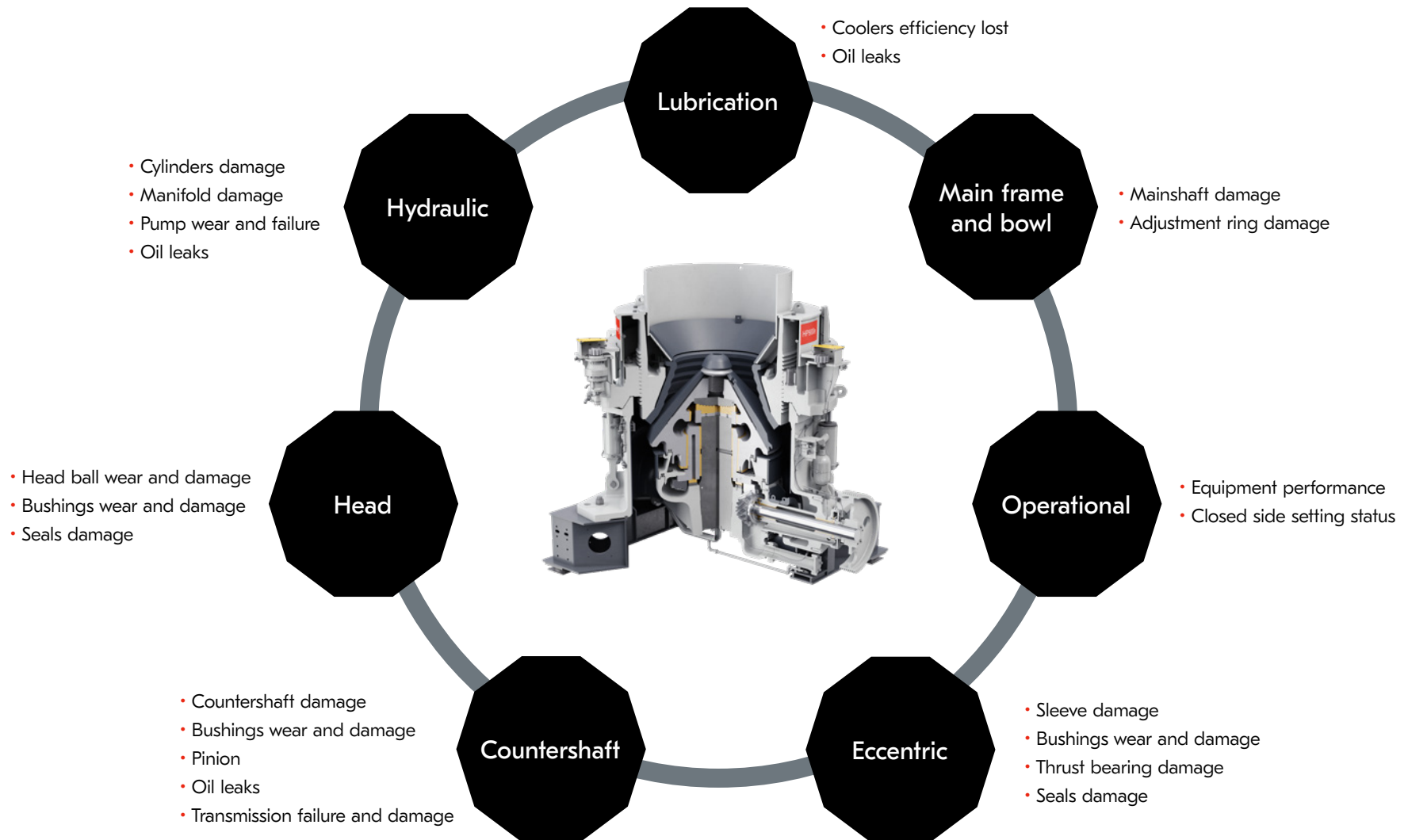
189 hours of production  
time saved

# Data-driven anomaly and failure detection for Crushers

## Continuously evolving with smarter alerts

Intelligent alerts are designed for known failure types and mechanisms, helping you detect issues early and respond faster.

Metso experts continuously refine existing alerts and develop new ones to keep up with equipment behavior and process demands.





# Filters

### Maximize reliability. Minimize downtime.

In filtration, every cycle counts. As operational complexity increases, unplanned downtime and inefficiencies in filter performance can significantly impact plant productivity. Metso's Data-driven Performance Services for filters turns real-time data into targeted recommendations, enabling smarter maintenance decisions and more consistent performance across every cycle.

Filters face unique operational challenges, from undetected hydraulic issues to ineffective cycle times and cloth wear. Without on-site experts, resolution can be slow and reactive. Metso's remote monitoring and expert diagnostics enable faster, more accurate troubleshooting, thus reducing downtime and preventing costly failures before they occur.

Our services are compatible with a wide range of Metso filter models, including PF and FFP series units commissioned after 2022. Whether you're operating a single filter or managing a full plant, Metso's connectivity solutions and expert support ensures seamless integration and continuous improvement.

With using a data-driven approach, you gain 24/7 visibility into filter health, process parameters and performance KPIs. It's not just about fixing problems, it's about optimizing every filtration cycle, improving safety and unlocking the full potential of your filtration operations.

### Higher availability

2-4% increase  
in availability  
by avoiding  
unexpected stops

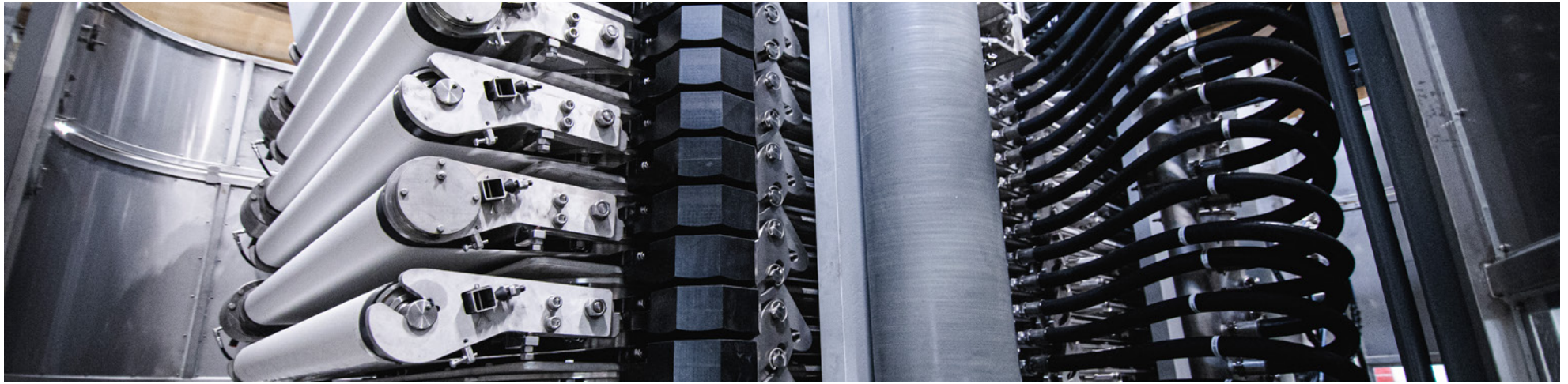
### Faster resolution

40-60% decrease in  
resolution time by  
Metso experts

### Reduced on-site intervention

80% decrease in  
need to travel to  
the site in case of  
failure





## Product models supported by our solutions

	Data-driven Technical Support	Data-driven Condition Monitoring
PF Filters (PF 60, 15, 12)	Yes	Coming soon
FFP Filters (FFP 3512, 2512)	Yes	Coming soon

### Key solution highlights

- **Faster issue resolution:** Immediate access to online equipment data allows for quicker identification and resolution of problems.
- **Enhanced technical support:** Our experts provide recommendations with increased accuracy based on data.
- **Improved visibility:** Technical support has access to equipment data and provides automated reports.
- **Reduced overheads and delays in data sharing**



Case: PF60 filter

# Improving filters availability and reliability

At a mine site in South Africa, the hydraulic oil level of a Larox PF60 filter unexpectedly dropped from 500 liters to 4 liters without triggering any alarms.

## Challenge

- No alerts were raised, and continuing operation risked severe safety hazards and costly hydraulic system damage.

## Solution

- Metso's remote monitoring flagged the abnormality, and the site manager received a clear action list including oil level checks, tank refilling, and PLC alarm settings review.

## Results

- Cost savings of ~100 k€ for likely damage to hydraulic system

\* The results above are based on a specific customer case. Actual outcomes will vary depending on site conditions, operating practices, and system configurations.

Significant  
cost-savings

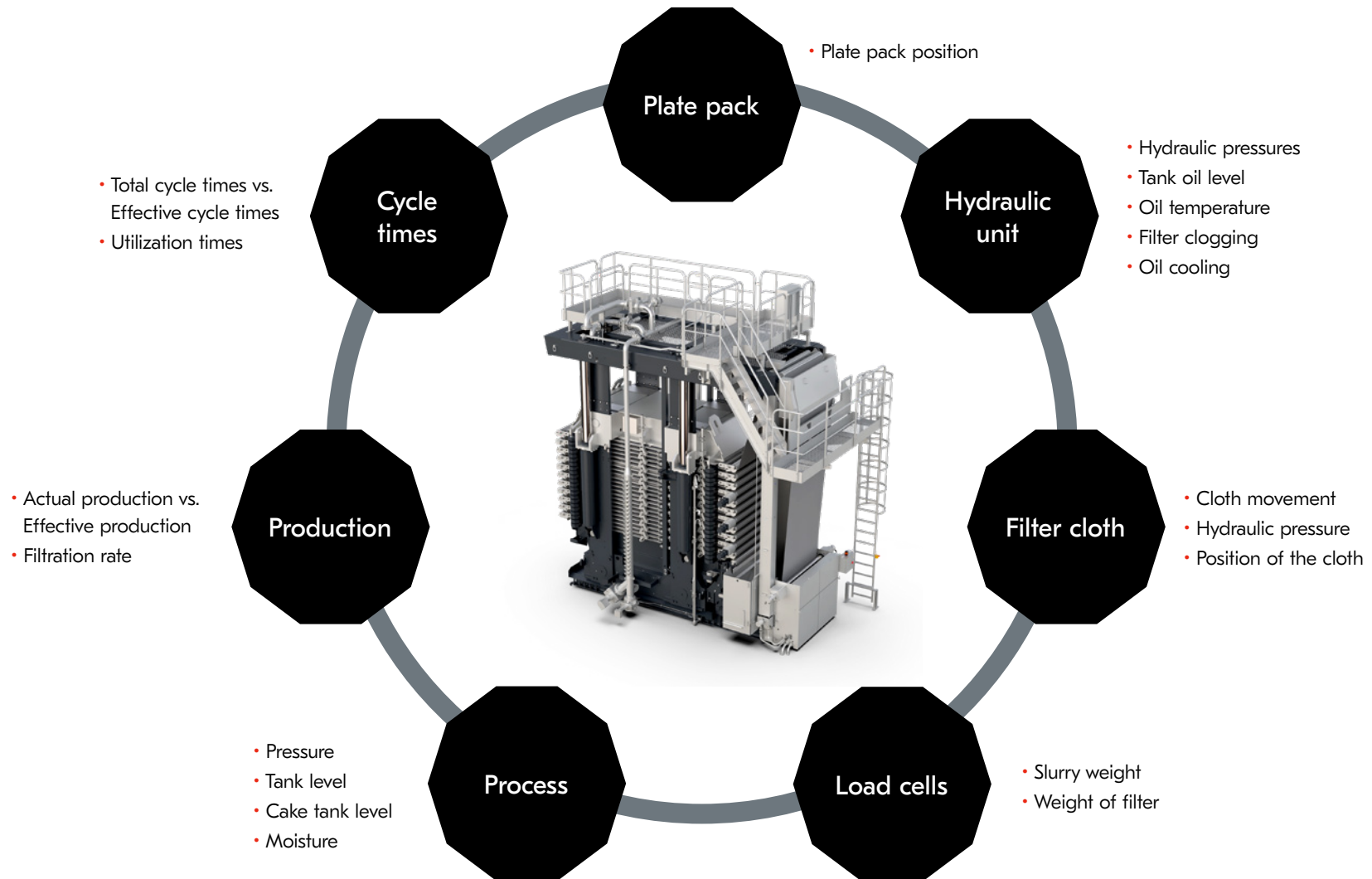


# Data-driven anomaly and failure detection for Filters

## Holistic data, faster solutions

Metso experts leverage assets, process and subsystem data to quickly identify and resolve issues.

Custom threshold-based alerts can be applied to any monitored parameter, enabling faster reactions and greater control.



## Data-driven Performance Services Screens

### Prevent failures. Protect performance.

Screening is a critical step in mineral processing, yet it can be vulnerable to unplanned shutdowns, mechanical failures and undetected anomalies. With Metso's Data-driven Performance Services for screens, you gain the power to move to smarter maintenance decisions, ensuring your screening equipment operates reliably and efficiently.

Operational challenges like bearing wear, spring failure and counterweight issues can lead to costly downtime and safety risks. Metso's remote monitoring enables early detection of these issues, helping you take the right actions. Our experts analyze live data to provide targeted recommendations, reducing resolution time and improving equipment availability.

New Metso screens can be equipped with built-in connectivity, and retrofit options are available for existing installations. Our tailored connectivity solutions integrate seamlessly with your system architecture, giving you access to expert support and performance insights from the beginning.

With Metso's data-driven approach, you gain more than just monitoring—you gain a strategic advantage. From extending equipment life to reducing maintenance costs and improving safety, Data-driven Performance Services help you unlock the full potential of your screening operations.



### Seamless integration

New Metso screens can come with connectivity, enabling Metso Data-driven Performance Services from day one.

### Coverage for connectivity

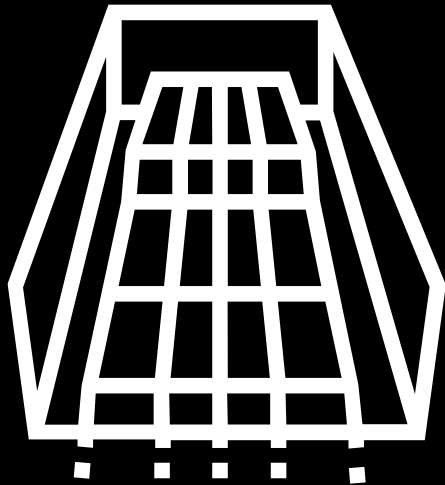
New Metso screens are equipped with built-in connectivity and monitoring enablers by default. Other screens, and Brownfield retrofit installations, can be equipped with these enablers case-by-case.

### Expert evaluation

Local sales assist in evaluating the need for instrumentation audits and potential instrumentation retrofits. Global experts support when needed.

### Tailored connectivity

Metso's connectivity team helps you select the right connectivity solution for your system architecture.



## **DDPS Technical Support**

Metso's Data-driven Technical Support for screens provides a weekly summary of connected equipment performance, condition and intelligent alerts.



Case: ML80

# Bearing failure detected

## Challenge

- After 2.5 years of operation, the ML80 exciter reached its end of life, putting the customer at risk of unplanned machine downtime and significant production loss.

## Solution

- Analysis showed an increase in bearing temperature and bearing vibration. The customer was informed and requested to inspect exciter on-site – where particles in oil were found.

## Results

- The early warning gave the customer time to fill intermediate storages of ore, enabling changeout of the exciter without losing production.
- > 48 hours of downtime avoided through online diagnostics.

\*Results may vary case-by-case

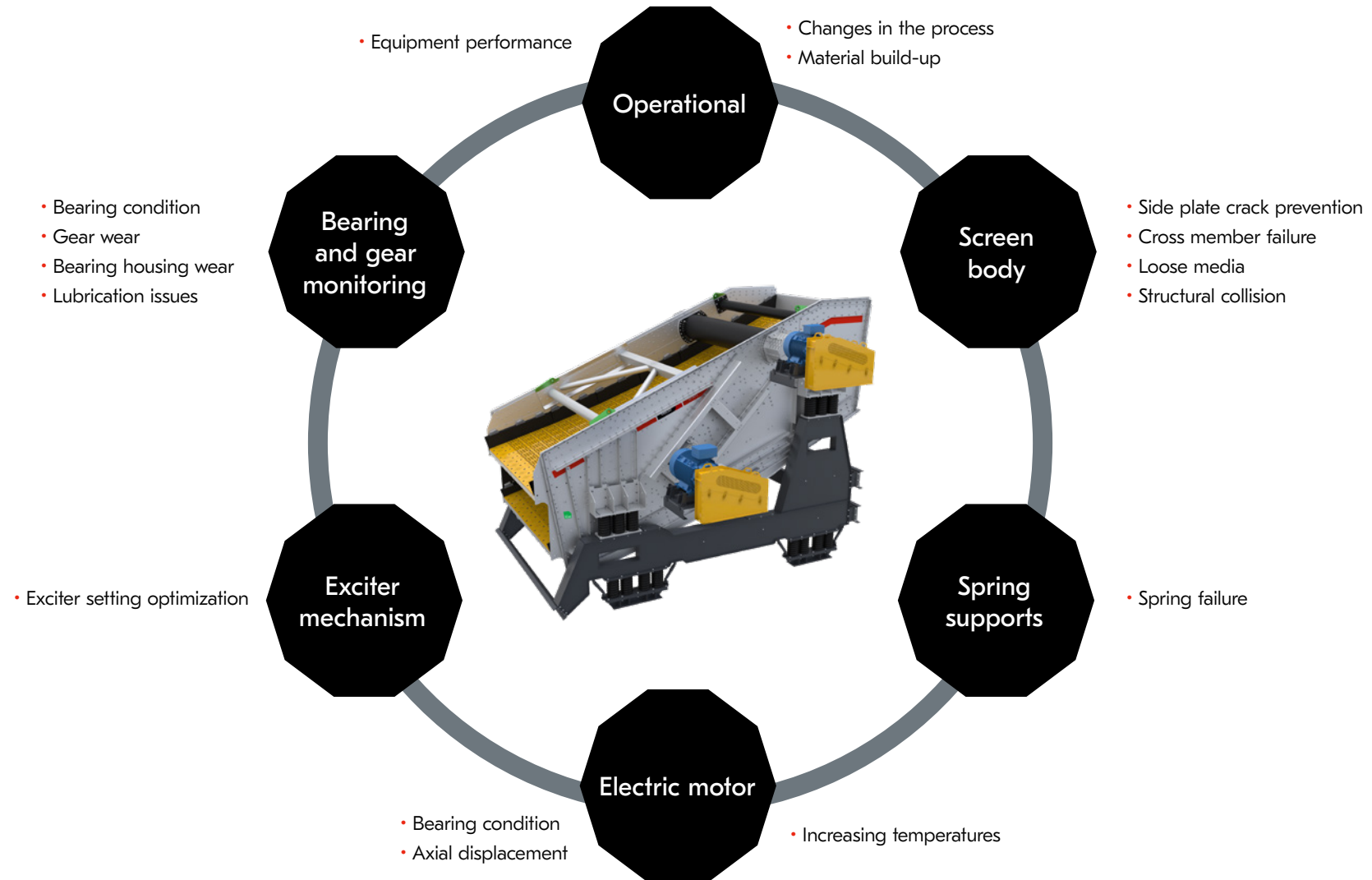


# Data-driven anomaly and failure detection for Screens

## Focused monitoring with evolving intelligence

Key system elements and known failure types are continuously monitored, with alert capabilities tailored to each.

Metso experts continuously refine existing alerts and develop new ones to ensure timely detection as systems and conditions evolve.





## Data-driven Performance Services

# Pumps

### Predictive power for slurry handling

In slurry transport, pump reliability is critical, and unplanned pump failures can bring entire operations to a halt. Metso's Data-driven Performance Services for pumps are designed to keep your systems flowing by detecting issues early and optimizing maintenance — all whilst reducing total cost of ownership at the same time.

Pumps face unique challenges, such as abrasive slurries, high energy consumption and limited visibility into internal wear. Combined with a global shortage of skilled labor, these factors make predictive maintenance more important than ever. Metso's Data-driven Condition Monitoring uses wireless sensors and advanced analytics to identify failure modes before they escalate, thus enabling safer, smarter and more efficient operations.

This service is available for all Metso slurry pumps—horizontal and vertical—and is easy to implement with quick, non-invasive installation. With live data on bearing health, motor condition and vibration trends, equipment users can make informed decisions and plan maintenance proactively.

From reducing downtime and energy use to improving safety and workforce efficiency, Metso's data-driven approach transforms pump maintenance from reactive to strategic. It's not just about keeping pumps running — it's about running them better.



### Efficient workforce

Utilize condition monitoring data to optimize pump maintenance planning and allocate your limited workforce more effectively.

### Boost safety

Pump failures can be dangerous. Condition monitoring spots hazards early, reducing risks and keeping workers safe.

### Maximize uptime

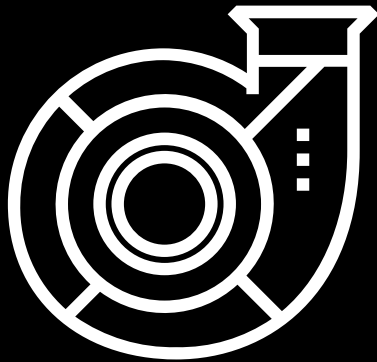
Condition monitoring enables proactive maintenance, ensuring pump reliability while reducing downtime and labor needs.

### Improved support

Remote monitoring and diagnosis minimize on-site labor while providing expert pump support.

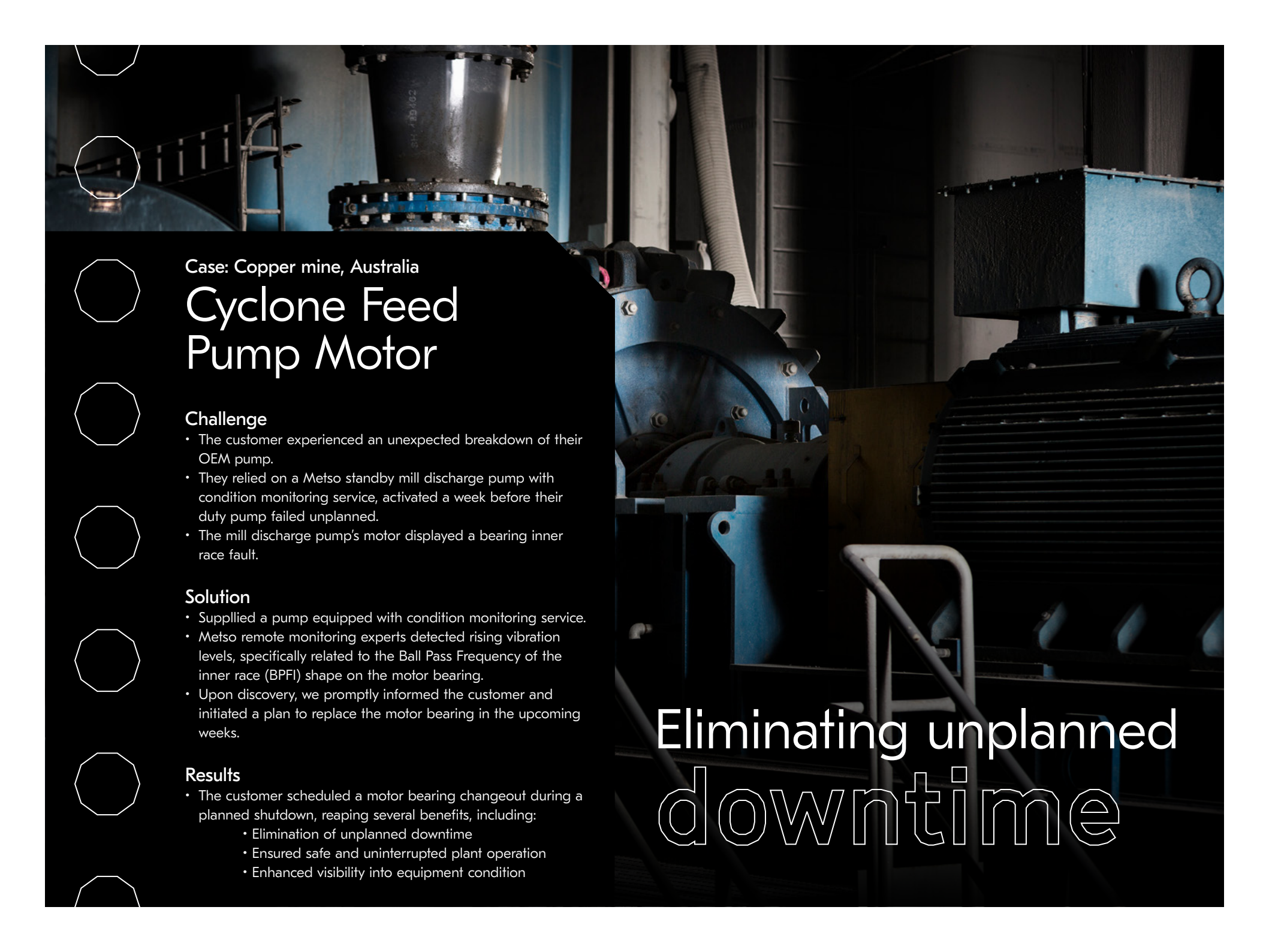
### Simple installation

Quick and easy setup with wireless sensors reduces the need for manual monitoring and labor.



## Data-driven Condition Monitoring

Combining powerful data visualization and reports with action recommendations from Metso's remote experts, to improve availability and overall utilization of resources on site.



Case: Copper mine, Australia

# Cyclone Feed Pump Motor

## Challenge

- The customer experienced an unexpected breakdown of their OEM pump.
- They relied on a Metso standby mill discharge pump with condition monitoring service, activated a week before their duty pump failed unplanned.
- The mill discharge pump's motor displayed a bearing inner race fault.

## Solution

- Supplied a pump equipped with condition monitoring service.
- Metso remote monitoring experts detected rising vibration levels, specifically related to the Ball Pass Frequency of the inner race (BPFI) shape on the motor bearing.
- Upon discovery, we promptly informed the customer and initiated a plan to replace the motor bearing in the upcoming weeks.

## Results

- The customer scheduled a motor bearing changeout during a planned shutdown, reaping several benefits, including:
  - Elimination of unplanned downtime
  - Ensured safe and uninterrupted plant operation
  - Enhanced visibility into equipment condition

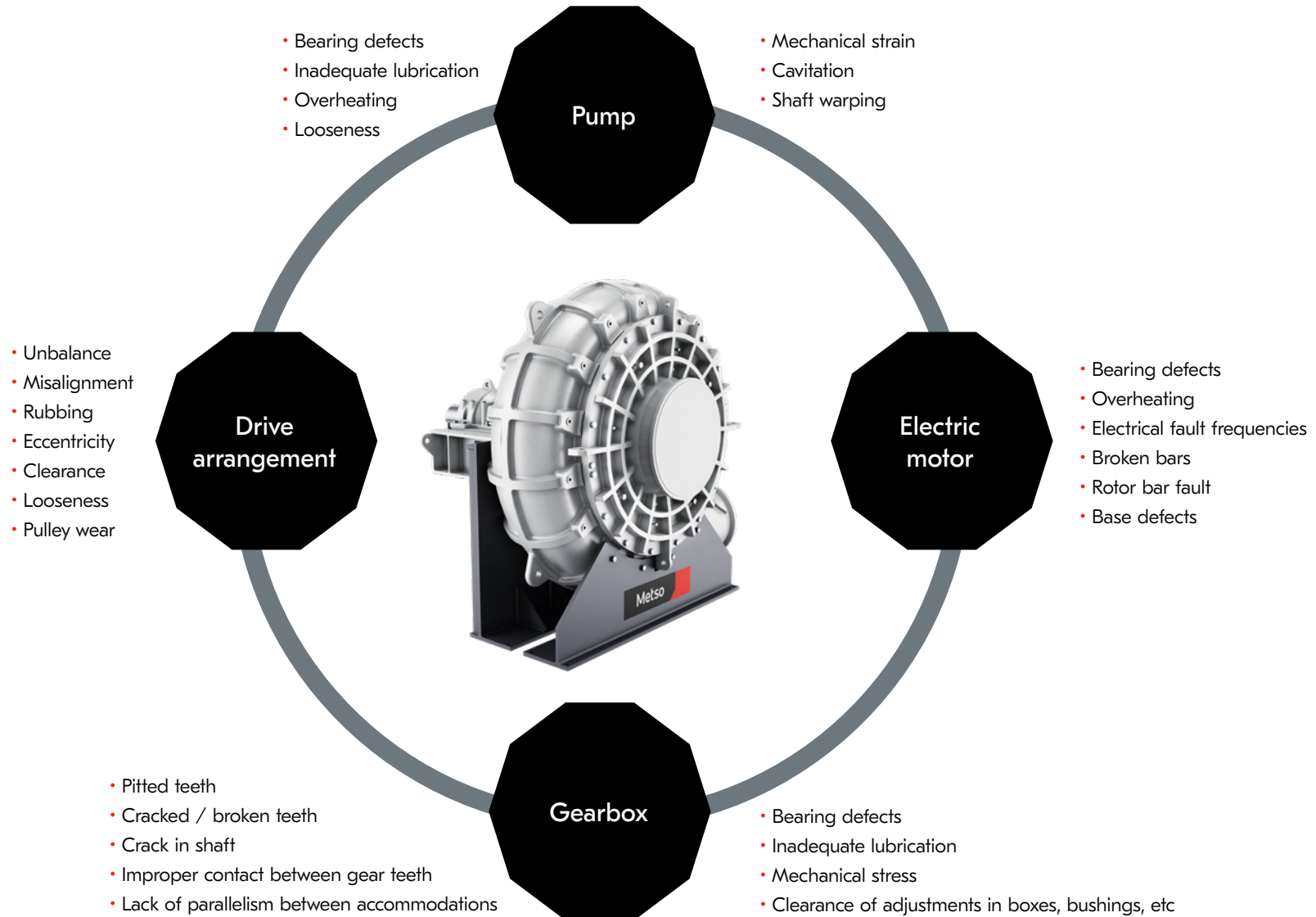
Eliminating unplanned  
downtime

# Data-driven anomaly and failure detection for Pumps

## Adaptive insights for changing conditions

Alerts are purpose-built to detect known failure types and mechanisms, enabling early intervention.

Metso continuously enhances and expands its alert capabilities to adapt to changing conditions and emerging failure patterns.





# Horizontal mills

## Drive performance. Prevent downtime.

Grinding mills are the heart of mineral processing operations, and when they stop - everything stops. With increasing pressure to improve throughput, reduce energy consumption and manage aging assets, Metso's Data-driven Performance Services for horizontal mills offers a smarter way to maintain reliability and maximize efficiency.

Horizontal mills face a range of operational challenges, from drivetrain wear and vibration issues to suboptimal throughput and delayed maintenance. Traditional reactive approaches are no longer enough. Metso's remote monitoring and expert diagnostics enable early detection of anomalies, faster issue resolution and data-informed decision-making that keeps your mills running at their peak performance.

All new Metso horizontal mills come connectivity-ready, and most existing installations can be retrofitted. Our services support ball, SAG and rod mills across the Premier™ and Select™ ranges, with tailored connectivity solutions and expert support built in from day one.

With real-time access to mill performance data, vibration trends and condition monitoring insights, you can reduce unplanned downtime, extend equipment life and improve safety. It's not just about monitoring, it's about transforming your grinding operations — all with the power of data.

All new mills  
are delivered  
connectivity  
ready



## Seamless integration

New Metso horizontal mills are delivered with built-in connectivity, enabling Metso Data-driven Performance Services from day one.

## Extensive coverage

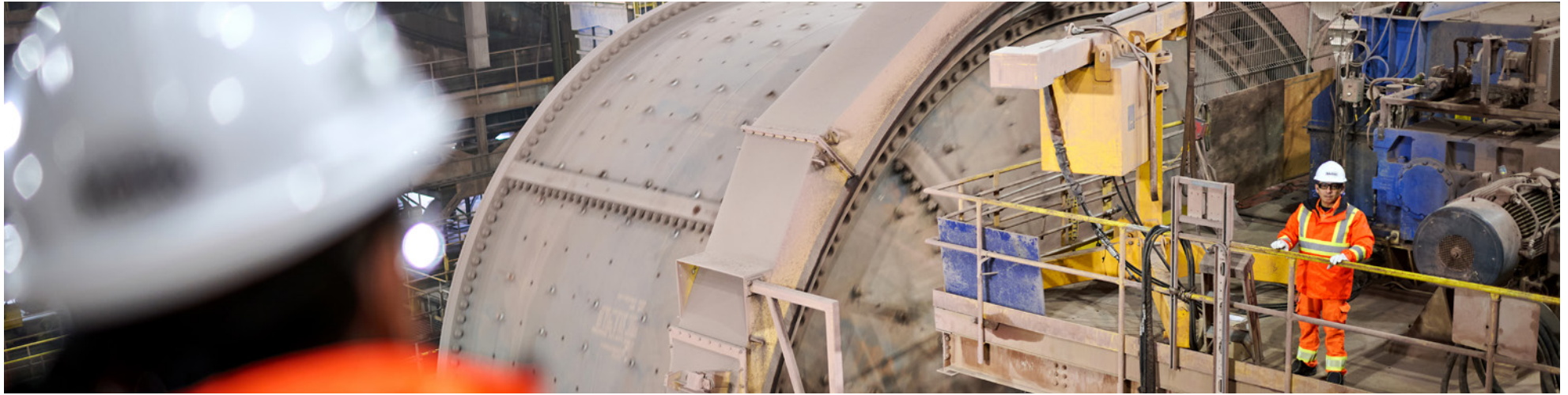
All new and most installed horizontal mills are compatible with Metso Data-driven Performance Services.

## Expert evaluation

Metso's project teams know how the mills instrumentation is configured and can suggest the correct instrumentation implementation.

## Tailored connectivity

Metso's connectivity team selects the right connectivity solution for your horizontal mill installation.




## Product models supported by our solutions

Premier and Select Mills	Data-driven Technical Support	Data-driven Condition Monitoring
SAG Mills	Yes	Coming soon
Ball Mills	Yes	Coming soon
AG Mills	Yes	Coming soon
Rod Mills	Yes	Coming soon

### Key solution highlights

- **Faster issue resolution:** Immediate access to online equipment data allows for quicker identification and resolution of problems.
- **Enhanced technical support:** Our experts provide recommendations with increased accuracy based on live and historical data.
- **Improved visibility:** Access to weekly reports with relevant KPIs to track equipment over time.
- **Data quality:** When collecting data, the data quality is checked as part of this process to ensure correct analysis



Case: Gold mine, Europe

# Remote drivetrain vibration service

## Background

- Metso proposed a remote vibration service that eliminates the need to visit the site to take vibration measurements.
- Vibration is a key tool used to analyze drivetrain health.

## Solution

- Metso provided a complete connectivity solution that integrates with the existing vibration sensor and does not effect the mill operation.
- In addition, new dashboards were configured and made available.
- Vibration spectral analysis using raw data was sampled remotely.

## Results

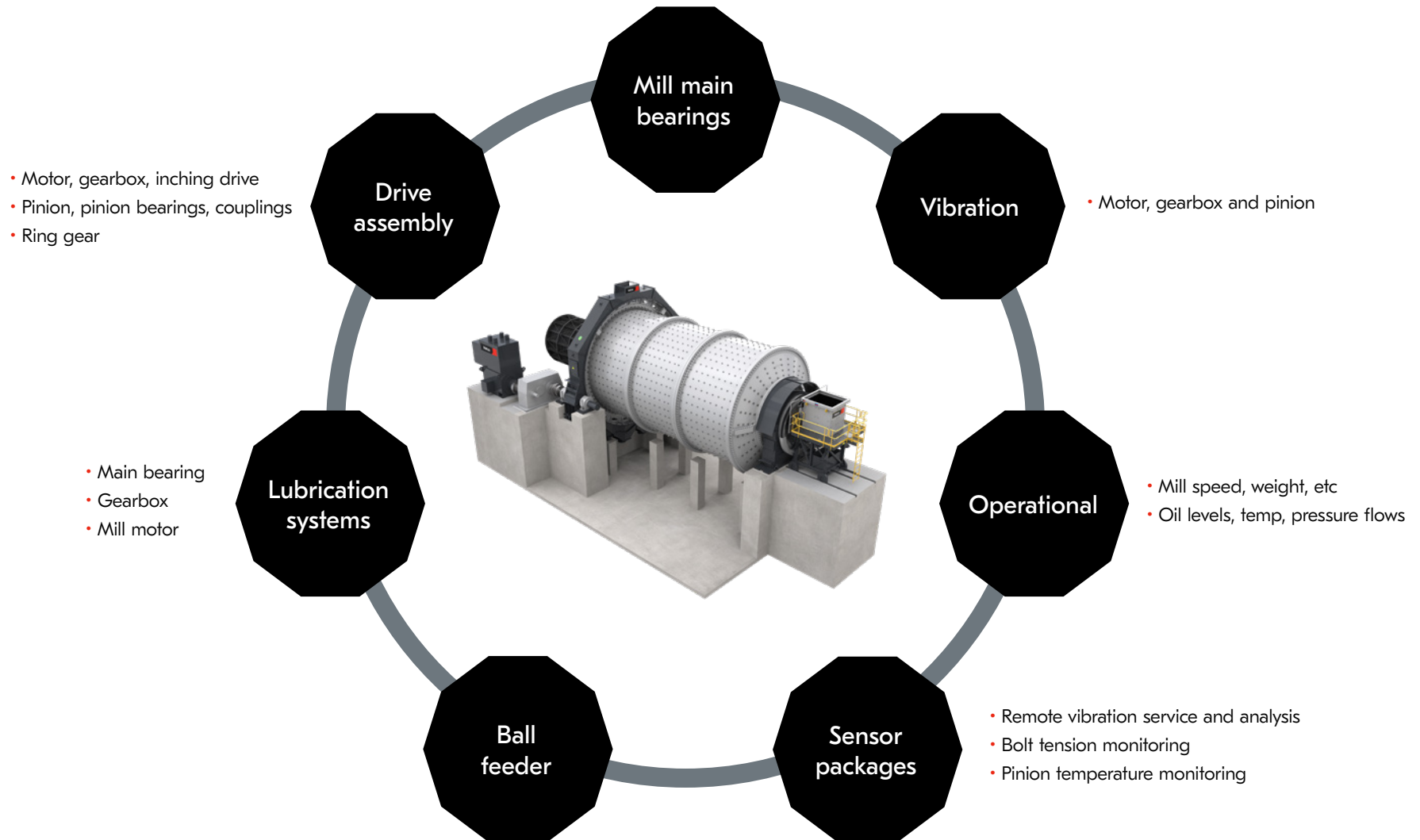
- Monthly vibration reports based on mill drivetrain raw data collected remotely with data reviewed by vibration experts.
- Metso Metrics dashboards are used by the customer with correct alarms limits set based on the current drivetrain installation.
- Vibration data quality and system was checked for correct configuration.

Ensuring quality data &  
reliability

# Data-driven anomaly and failure detection for Horizontal mills

## Complete visibility into mill systems

Key mill systems are continuously monitored, with data collected from main mill subsystems to support operational decisions and troubleshooting. Metso's digital services continuously evolve to deliver even more value through enhanced insights and capabilities.





## Data-driven Condition Monitoring Vertimills®

### Smarter condition monitoring for continuous performance

In fine grinding operations, liner condition is critical to performance, safety and cost control. Yet traditional inspection methods are time-consuming, disruptive and often imprecise. Metso's Data-driven Condition Monitoring for Vertimills® redefines the standard, enabling continuous and remote tracking of liner wear to optimize maintenance and extend equipment life.

Vertimills® face unique challenges, such as inspection downtime, reactive maintenance and the risk of running past liner life, which can damage the mill and compromise safety. With Metso's Data-driven Condition Monitoring for Vertimills®, customers gain real-time visibility into liner health without the need to shutdown down the mill. Sensors mounted to the mill shell transmit wear data to the mill shell, where Metso's analytics platform delivers actionable insights.

From the VTM-500 to the VTM-4500, many Metso Vertimills® are compatible with this solution, and new units come connectivity-ready. With Data-driven Condition Monitoring for Vertimills® as a one-size-fits-all system, this enables simple implementation across operations. With expert support and predictive alerts, you can plan liner replacements with confidence, reduce inspection-related risks and get more life from every liner.

By transforming liner monitoring from manual to intelligent, Metso helps you improve availability, enhance safety and reduce costs. It's not just about knowing when to reline — it's about knowing before it's too late.

#### Seamless integration

New Metso Vertimills® will come with built-in connectivity, enabling Metso Data-driven Condition Monitoring from day one.

#### Extensive coverage

Most of Metso Vertimills® are compatible with Metso Data-driven Condition Monitoring.

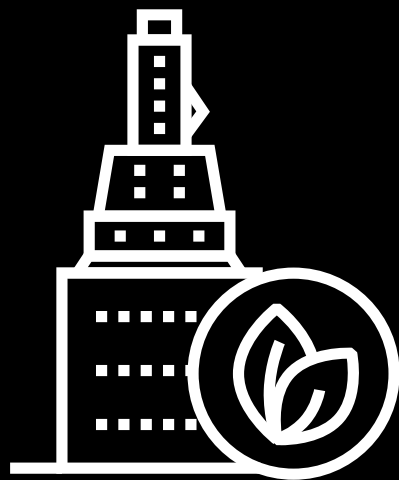
#### Expert evaluation

Local sales assist in evaluating the need for instrumentation audits and potential instrumentation retrofits. Global experts support when needed.

#### Uniform connectivity

Data-driven Condition Monitoring for Vertimills® is a one-size-fits-all solution.






## Data-driven Condition Monitoring for Vertimills

All Vertimills are supported by this solution.





Case: Data-driven Condition Monitoring for Vertimills  
at a customer site

## Real-time wear monitoring of screw liners

### Challenge

- Checking the screw liner wear involved shutting down, emptying, inspecting, sealing and refilling the mill, which was time-consuming and disrupted the operation.
- The inspection process posed safety risks.
- Without actual data, the wear status was estimated based on past experience, leading to potential inaccuracies.

### Solution

- Data-driven Condition Monitoring for Vertimills enabled continuous monitoring of screw liners without the need for mill shutdowns.
- Sensors placed on the outside of the mill transmit wear data directly to Metso's cloud.
- Data was analyzed to estimate wear state of the screw liners.

### Results

- The screw liner replacement interval at the customer site is several months, with tangible trends from Condition Monitoring emerging within a few weeks.
- Improved planning and scheduling as Condition Monitoring allows for more accurate predictions of replacement times.
- The system helps get more usable life out of a liner, adapting to changing conditions such as ore hardness.
- Reduced number of costly inspections.

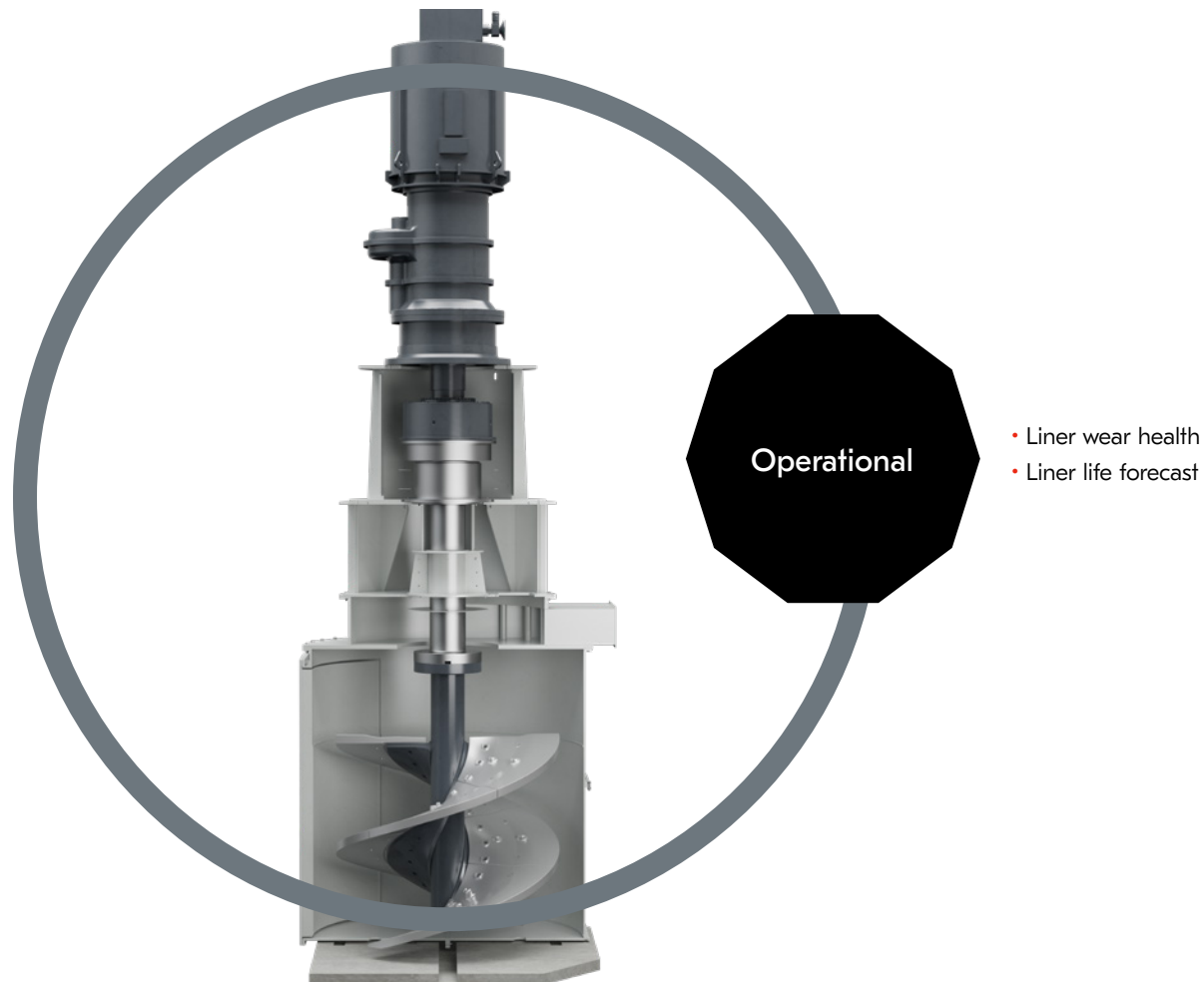
Get more  
usable life

# Alerts for Data-driven Condition Monitoring for Vertimills

## Adaptive alerts for optimal liner life

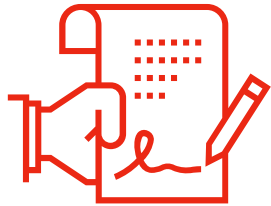
Metso's alert system is designed to detect early signs of liner wear, helping prevent unplanned downtime and extend liner life.

Metso experts continuously refine existing alerts and develop new ones to keep up with equipment behavior and process demands.





# We safeguard your information with high security standards



We use your data strictly as defined and agreed in signed contracts



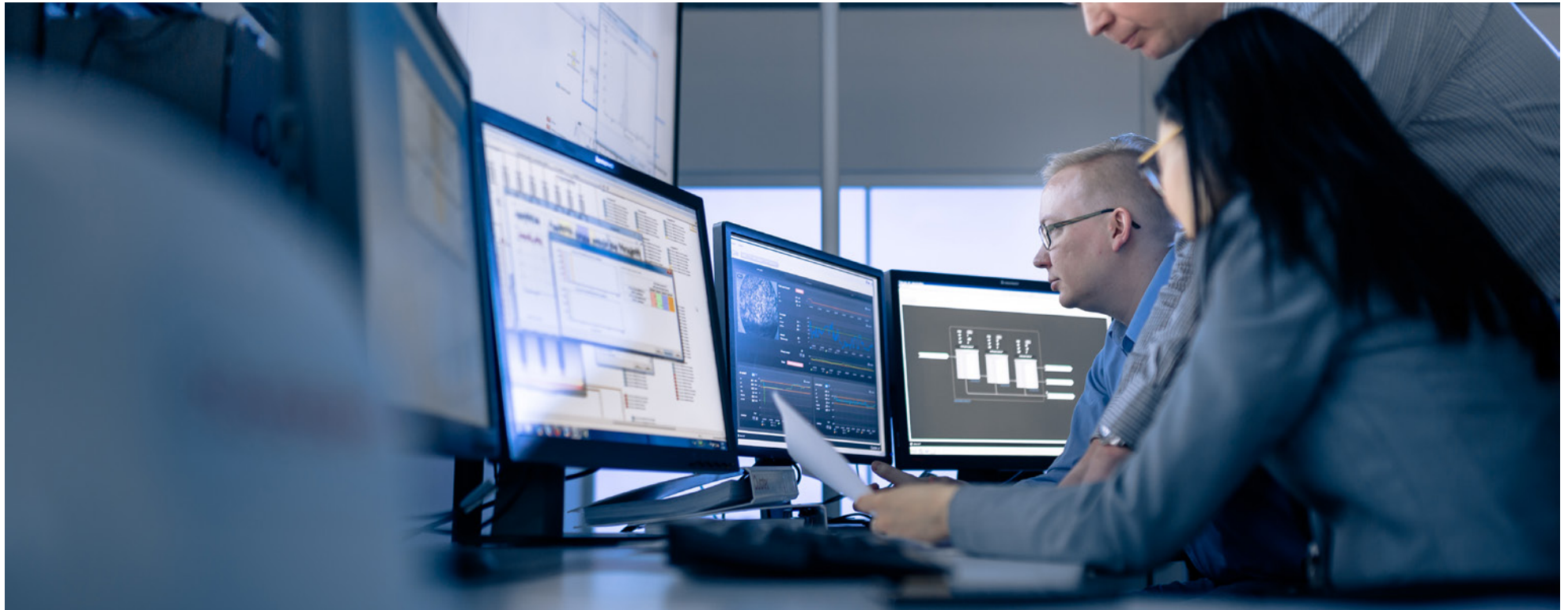
We operate according to global and local security standards, including:

- ISO 27001
- EU Cyber Resilience Act



## Metso Cyber and Information Security is integrated in our strategy and operations

- Cyber risk management embedded in Metso culture
- Cyber security implemented in our designs
- Cyber security integrated in our ways of working
- Cyber security ensured through robust controls



# Key takeaways from Data-driven Performance Services

## Smarter maintenance through data

By combining secure equipment connectivity with AI-powered diagnostics and expert analysis, Data-driven Performance Services helps customers improve availability, reduce downtime and extend asset life and performance across the entire minerals processing circuit.

## Tailored support across technologies

Whether it's crushers, mills, screens, pumps, filters, or analyzers, each technology benefits from tailored support—ranging from technical troubleshooting to continuous condition monitoring. With real-time visibility and proactive recommendations, customers can optimize performance, enhance safety, and reduce total cost of ownership. And, combined with Life Cycle Services, Metso can conduct the corrective actions efficiently on-site.

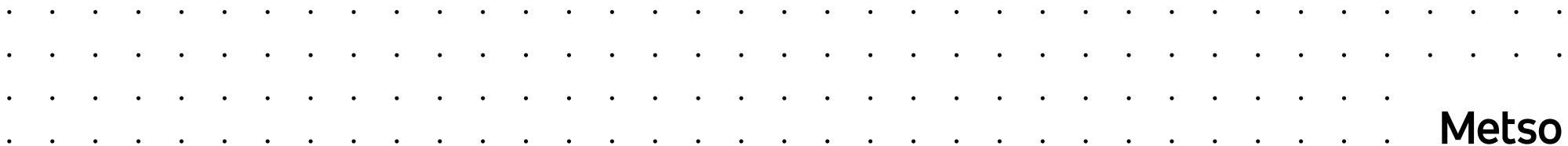
## Partnering for long-term value

Data-driven Performance Services is more than a service—it's a strategic partnership. Customer expertise, together with Metso's global expert network and deep OEM knowledge, enables continuous improvement and long-term value creation.

**Together, we're building a more efficient, sustainable and data-smart future for mining operations.**

Metso is a frontrunner in sustainable technologies, end-to-end solutions and services for the aggregates, minerals processing and metals refining industries globally. We improve our customers' energy and water efficiency, increase their productivity, and reduce environmental risks with our product and service expertise. We are the **partner for positive change**.

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