

Company Case Studies  
and Research Insights  
into World Class Service Business  
and Best Practices

# 4<sup>th</sup> Industrial Service Business Day

18 April, 2007, Helsinki Fair Centre,  
Helsinki

The most recent views on profit creation in service business will be presented by leading international companies and research scientists at the 4th Industrial Service Business Day.

BestServ Forum is a network for knowledge sharing and learning between companies, researchers and consultants, who are interested in industrial service business. The BestServ Forum aims to support profitable service business with its activities. The network was established by Technology Industries of Finland. Today the BestServ Forum partners comprise of 35 company members, Finnish Funding Agency for Technology and Innovation (TEKES), and the Technical Research Centre of Finland (VTT). The fourth Industrial Service Business Day is organised by Technology Industries of Finland.



**Teknologia**  
**teollisuus**

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[www.teknologiateollisuus.fi](http://www.teknologiateollisuus.fi)

 **BestServ**  **Tekes**

# PROGRAM

8.30–9.00 *Registration and coffee*

**9.00 Opening and objectives**

*Tapio Rauhala, BestServ Chairman, Tamglass Oy*

**9.15 Business concepts within integrated value chain – opportunities of partnership in service business**

*Jukka Vesalainen, University of Vaasa*

**10.00 Case ABB Service Customer: Benefits of outsourcing maintenance and service operations**

*Speaker to be confirmed*

10.45–11.15 *Coffee break*

**11.15 Networked service concept**

*Stefan Schleyer, SKF Germany*

**12.00 Tekes technology program Serve**

*Minna Suutari, Tekes*

12.15–13.15 *Lunch break*

**13.15 Characteristics of growth-oriented companies – lessons of business leaders**

*Hannele Piipari, Trainers House*

**14.00 Case Tailored weather service concept**

*Hannu Talvitie, Vaisala Oyj*

14.45–15.15 *Coffee break*

**15.15 Practical Experience from world-leading e-business-embedded e-banking**

*Bo Harald, TietoEnator Oyj*

**16.00 Industrial Service Business Models: BestServ publication**

*Juhani Pylkkänen, T2O Consulting Oy*

**16.30–16.45 Summary and final discussion**

16.45–17.30 *Buffet*

## TIME AND VENUE

18 April, 2007, Helsinki Fair Centre, Helsinki  
[www.finnexpo.fi/](http://www.finnexpo.fi/)

## REGISTRATION

at the latest April 11  
using the registration form below or  
[www.teknologiateollisuus.fi/seminaarit](http://www.teknologiateollisuus.fi/seminaarit)

## PARTICIPATION FEE

275 EUR (+VAT 22 %) including attendance, meal and refreshments according to the program and conference materials. Payment will be invoiced.

No-shows and if participation is cancelled on the conference day, participation fee will be charged in full.

## MORE INFORMATION

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## REGISTRATION FORM

**4th Industrial Service Business Day**  
**18 April, 2007, Helsinki Fair Centre, Helsinki**

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