



ANDRITZ AI EXPERT AGENT

Process-expert AI assistance for
pulp and paper operations

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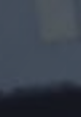
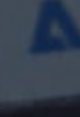
What are the key parameters for controlling the consistency of the pulp?

Metris Copilot



Ask me anything

ANDRITZ

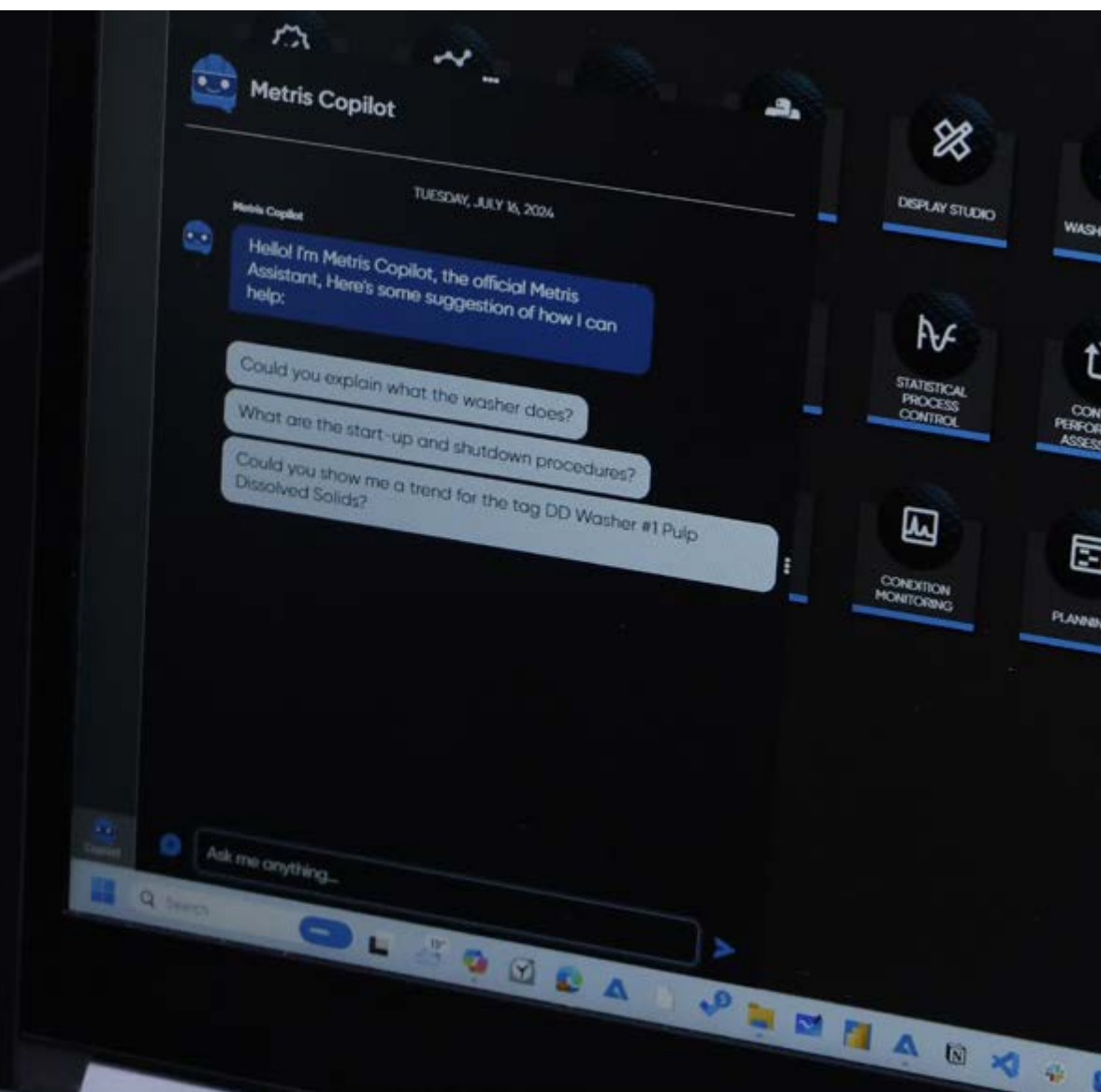


Artificial intelligence that understands industrial behavior

Pulp and paper plants operate in an increasingly complex environment, facing challenges such as skill shortages, process variability, and production bottlenecks. In this high-pressure setting, fast decision-making and consistent performance are critical to maintaining competitiveness. Today, in the digital era, operational autonomy is no longer just an aspiration, it has become a strategic decision.

To address these challenges, ANDRITZ and Microsoft have partnered to co-innovate the future of the processing industry. This collaboration combines ANDRITZ's deep process expertise with Microsoft's advanced cloud and AI technologies, paving the way for fully autonomous factories and a secure, trusted data ecosystem.

As part of this initiative, ANDRITZ Pulp and Paper Digital Solutions introduces AI Expert Agent solutions, featuring Metris Copilot, an AI-powered tool that merges process know-how with cutting-edge digital technologies to deliver measurable results. Designed to support operators and maintenance teams, Metris Copilot transforms raw data into actionable insights, enabling smarter decisions, optimized performance, and greater operational efficiency.



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What drives us forward?

ANDRITZ's aim is to make the fully autonomous mill a reality because of the measurable outcomes it brings to our customers' industrial plants. These outcomes impact four strategic pillars that directly influence operational performance: process, asset, human, and sustainability.



PROCESS



ASSET



HUMAN



SUSTAINABILITY

These pillars make our value tangible, connecting solutions to what truly matters to our clients: real, measurable results.

How can we make a difference in your mill?

This is the question that guides the development of every ANDRITZ automation and digitalization solution for the pulp and paper industries. More than delivering technology, our commitment is to generate real and measurable impact on our customers' operations. We believe that true value lies in results you can measure. That's why we focus on outcomes that are tangible, trackable, and aligned with our customers' goals. In practice, this means connecting solutions that can act on:



PRODUCTION INCREASE



MILL AVAILABILITY INCREASE



COST REDUCTION



PRODUCTIVITY INCREASE



REDUCTION IN WATER USAGE



QUALITY LOSSES REDUCTION



MAINTENANCE COST REDUCTION



INCREASE ENERGY EFFICIENCY



OPERATOR ACTIONS REDUCTION



REDUCTION IN EMISSIONS



SAFETY IMPROVEMENT

These are real gains, connected to each pillar, transforming technology into tangible results. By connecting solutions designed to solve specific industry challenges, we deliver new ways to make a difference and contribute to results. This is how we transform technology into real value.



ANDRITZ AI Expert Agent

Metris Copilot is designed to provide an intuitive and intelligent interface for industrial operations. It leverages generative AI and multimodal capabilities to deliver expert insights and actionable recommendations.



NATURAL, MULTIMODAL INTERFACE

Natural language interaction via text-based and visual responses



GROUNDING IN INTERNAL DATA SOURCES

Responses based on internal data



GENERATIVE AI CAPABILITIES

Creates contextual responses and insights

THREE OPERATING MODES

1. Reactive - Answers on demand
2. Proactive - Advisory based on data and workflows
3. Cognitive learning - Future suggestions based on historical data

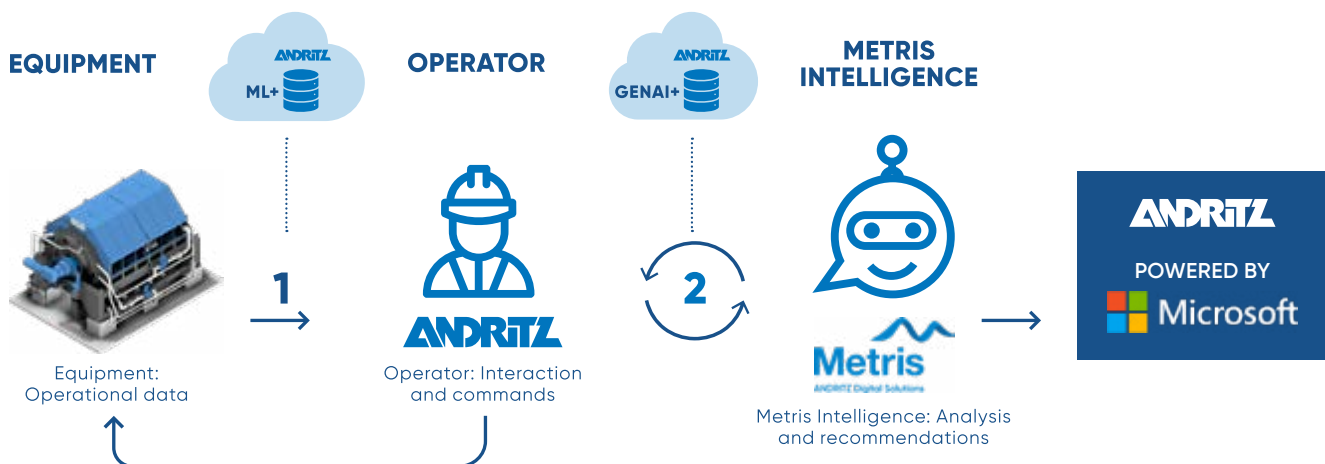


MULTI-LANGUAGE SUPPORT

Communicate in your preferred language for global operations

How it works

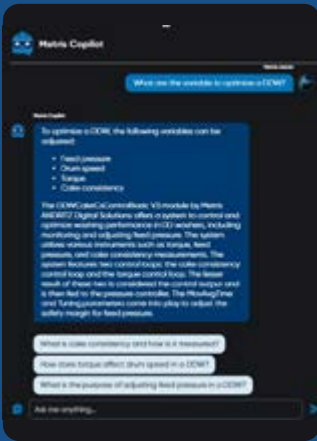
The foundation of Metris Copilot lies in combining equipment data, operator interaction, and ANDRITZ's process expertise with advanced AI technologies. This synergy ensures real-time insights and predictive recommendations for optimized plant performance.



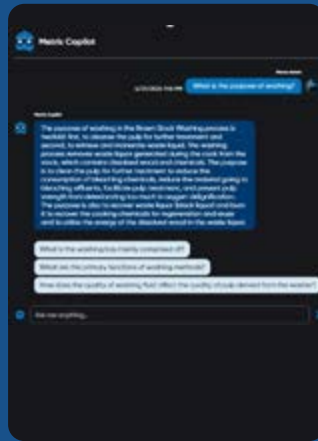
ML+ = Machine Learning | GENAI+ = Generative AI

Additional capabilities

Beyond its core functionalities, Metris Copilot offers advanced capabilities that enhance operational efficiency and safety. These features support troubleshooting, training, and decision-making in complex scenarios.



PROCESS OPTIMIZATION QUESTIONS
Get instant answers for complex scenarios



TROUBLESHOOTING & TRAINING
Use microlearning for quick reinforcement of skill



DATA INTEGRATION
Combine multiple sources for smarter decisions



SAFETY & MAINTENANCE INSTRUCTIONS
Ensure compliance and operational security

Measurable value to customers

The measurable benefits of ANDRITZ AI Expert Agent are based on its ability to improve operational confidence, reduce errors, and optimize resource usage. These improvements translate into direct gains for production, availability, and cost efficiency.



UP TO 0.5% PRODUCTION INCREASE

Confidence to push limits safely



UP TO 0.5% MILL AVAILABILITY INCREASE

Avoid costly interlocks and downtime



UP TO 2% REDUCTION IN EMISSIONS

Precise instructions reduce errors and rework



UP TO 5% PRODUCTIVITY INCREASE

Enable fewer or less skilled staff to perform specialized tasks



Business models

ANDRITZ AI Expert Agent solution is available through flexible business models designed to meet different operational needs. These models ensure scalability and adaptability for various process islands.

Options include



**INTERNAL
PRODUCTIVITY TOOL**



**CAPITAL + SERVICE
AGREEMENTS**



**ANNUAL LICENSE
FOR SPECIALIZED
COPILOTS PER
PROCESS ISLAND**



WATCH THE VIDEO
Metris Copilot: Transforming
Pulp Mill Operations with AI





CONTACT US FOR MORE INFORMATION

Advancing autonomous operations is our vision and is becoming an integral part of industrial processes. ANDRITZ is at the forefront of this transformation, leveraging digital innovations along with deep operational and technical expertise to improve process efficiency, quality management, and production reliability and availability.

We focus on developing autonomous pulp mills and process optimization, to support efficient and sustainable operations by combining automation, electrification, intelligent instrumentation, and digitalization to create measurable value throughout the full life cycle and the entire value stream.

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