

# Business



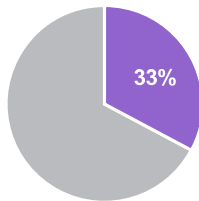
We have strong process and technological expertise and comprehensive services, including all technical disciplines throughout the entire life cycles of properties and plants.

Caverion has two business units: Projects and Services.

## Projects

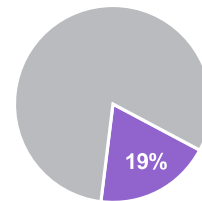
In 2016, the Project business accounted for 52 per cent of Group revenue, consisting of the Technical Installation revenue of EUR 782.3 million and Large Projects revenue of EUR 451.3 million.

### Technical Installation



- Small and mid-size projects
- Single and multiple technologies
- Implemented for building systems clients and industrial clients

### Large Projects

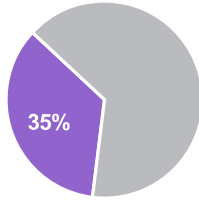


- Contract value of over EUR 5 million
- Design & build or tender-based projects
- Total Technical Solutions, Life Cycle Projects, project deliveries to industry
- About 50 Large Projects ongoing

## Services

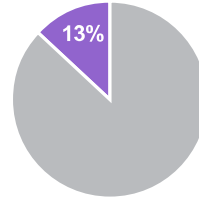
In 2016, the Service business accounted for 48 per cent of Group revenue, consisting of the Technical Maintenance revenue of EUR 817.8 million and Managed Services revenue of EUR 312.8 million.

### Technical Maintenance



- Preventive maintenance, need-based maintenance and maintenance projects
- Typically fixed-priced ServiFlex contracts covering several technical disciplines
- Over 30,000 spaces in service

### Managed Services



- Client-oriented and comprehensive service
- For example, all services related to facility management and maintenance during the life cycle or overall responsibility for maintenance for industrial clients
- Around one hundred Managed Services clients, most of which operate in the public sector and in the process and energy industries

### Services throughout the life cycle

Caverion understands the complexity of buildings and related processes. Our comprehensive solutions ensure that end users can focus on their core business while Caverion enables optimal indoor climate and cost-efficiency. Caverion can take responsibility for designing and installing all of the technical systems and solutions, as well as for the service and maintenance of the property or industrial plant. Our services cover all technical disciplines.

Caverion is a system integrator capable of combining complex, customised solutions and operating them with a guaranteed performance over the life cycle of the building and industrial plant. Life cycle solutions encompass all our service areas. From the customer perspective, the life cycle approach means that their buildings, industrial facilities and processes are functional, safe, sustainable, and energy- and cost-efficient.

In 2016, we conducted our first common customer satisfaction survey. According to it, customers are satisfied with Caverion's technical expertise and the way we understand their challenges. We have room for improvement, for example in supporting customer loyalty.

### Our technical disciplines

- Heating & Sanitation
- Ventilation & Air Conditioning
- Electricity
- Cooling
- Information & Communication Services
- Security & Safety
- Automation
- Industrial Installations
- Process Piping