

Valmet Portals

A page to list all Valmet internal and external portals.

| | Portal | Extneral/Internal | Main users and use cases | Description |
|---|------------------------------|---------------------|--|---|
| 1 | Valmet Customer Portal (VCP) | External & Internal | <ul style="list-style-type: none"> Valmet Customers <ul style="list-style-type: none"> Equipment data view Valmet communicaiton (email, chat, contact center) Order history view Valmet internal users <ul style="list-style-type: none"> Chat with Customers View information is same fashion as CoMPass | Main customer facing portal for valmet customer to interact and engage with Valmet. |
| 2 | Solution Finder | External | <ul style="list-style-type: none"> Valmet Customer <ul style="list-style-type: none"> Find product information and documentation | <p>Valmet Solution Finder helps you to find information about Valmet's products, services and solutions. You can search and filter materials by customer industry, process and material type e.g. videos, articles, brochures and flyers.</p> <p>Latest materials, product launches, company info and useful links are easy to see in highlight boxes.</p> |
| 3 | Ariba | External | <ul style="list-style-type: none"> Valmet Customer <ul style="list-style-type: none"> To purchase services and equipments from Valmet as supplier. Focusing on Spare-parts at the moment but it can support Capital, RFQ and services. Purchase Order and Invoice handling for Valmet customers. Valmet Suppliers | <p>With a valid account, a Valmet customer can request a quote for selected type of product.</p> <p>There can be buyers and supplier account type. Cost structure is based as Buyer-funded, supplier-funded or shared-funded costs.</p> <p>E.g. UPM is Buyer, Valmet is Supplier and Ariba is used as a medium to provide industry solutions to UPM via portal.</p> <p>A request from Ariba is captured in Contact Center as a Case today that is entered via email-to-case process but most of the Ariba related work is done in Ariba portal. There is no automated status sync between Ariba and Contact Center Cases.</p> <p>Detaoiled Ariba documentation is available at this MS Teams Channel.</p> |
| 4 | Coupa | External | Same use cases as Ariba. | <p>Similar functionality as Ariba but portal is provided from a different vendor. Some customers use Coupa that is why Valmet has to support different customer purchase portals including Coupa and Ariba.</p> <p>Coupa also has connection with Contact center for case generation via email-case process.</p> |

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| 5 | Taulia (Acquired by SAP) | External | Same use cases as Ariba. After SAP acquisition, Taulia customer can be moving to Ariba but legacy customers are still there. | Similar functionality as Ariba and Coupa but now Taulia's use is restricted in favor of Ariba. There is manual case handling for Taulia. |
| 6 | Supplier Portal for Flow Control | External (Suppliers) | TBD | TBD |
| 7 | Valcon (Supplier Portal for Valmet) | External (Suppliers) | | |
| 8 | FC Distributer portal | External (FC Distributors) | TBD if the same portal as Supplier portal for FC. | |