



Prevas strengthens customer support with AI assistance

For Prevas' industrial customers around the world, operational reliability and fast support are crucial. To further enhance customer value, Prevas is now taking the next step by integrating AI into its operations and support services – a move that improves both delivery quality and the work environment for support staff.

Prevas currently manages the operations and support of production-critical IT systems for several major industrial clients globally. To meet high demands for availability and quick response times, an AI-powered solution is being implemented. It enables rapid access to and reuse of information from previous cases, documentation, and system logs.

"Our customers should be able to focus on their core business, while we ensure their systems run smoothly around the clock. With AI, we can become even more proactive and efficient," says Johan Lindqvist, Business Region Manager at Prevas.

The AI solution supports Prevas' support teams in their daily work. A large portion of information handling and documentation can be automated, reducing the need for manual searches and repetitive tasks.

"We no longer need to keep everything in our heads all the time. It reduces stress and allows us to focus on issues that really require human judgment. It's like having an extra colleague who always knows where to find the right information," says Mats Jansson, who works in operations and support at Prevas.

The AI support is not a standalone project, but a fully integrated part of Prevas' comprehensive offering in operations and system management. It is primarily used to quickly retrieve past solutions, compile information, and prioritize tasks. As the technology is integrated with more systems, its capabilities are expected to become even more powerful and adaptive. The next step is to automate more parts of the support workflow – from case intake and prioritization to AI-driven monitoring that detects anomalies before operations are affected.

“It’s not about replacing our people, but about strengthening the team’s overall capacity. This way, we can deliver even more value to our clients – without increasing the workload for our employees,” says Johan Lindqvist.

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For more information, contact

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About Prevas

Prevas is an innovative development hub focused on product and production development, with ingenuity at its core. With high technical expertise and deep business understanding, we help customers from a wide variety of industries to benefit through continuous technological innovation. Good for people, planet, and profit. Prevas was established in 1985 and currently employs 1,100 people in Sweden, Finland, Denmark and Norway. Prevas is listed on NASDAQ Stockholm since 1998. For more information about Prevas, visit www.prevas.com.