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Key takeaways:

- PetrolValves' Brava product promises to improve performance and lower the asset's lifetime cost
- PetrolValves is able to de-risk project execution and address complex challenges
- Local presence, speed of response and remote support are key to retaining customers
- PetrolValves' employees work collaboratively to develop solutions that meet the evolving needs of customers

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Delivering value for customers

In the region's highly competitive oil and gas sector, flexibility and reliability are key to customer satisfaction

As a supplier in the oil and gas sector, how does your company drive value for its customers?

In a complex and unpredictable environment like the one in which we live today, the ability to differentiate is the fuel for long-term competitiveness. This approach is driving our efforts in creating value for our customers. In particular, leveraging reliable technologies in adjacent oil and gas segments and introducing them to the valve industry is setting the pace for sustainable competitiveness.

We have introduced proven and reliable compression technologies in the configuration of our Brava (boltless reliable advanced valve) product to improve performance by extending the reliability and lifetime of the asset for a lower total cost, while reducing the weight, use of materials and overall environmental footprint, thus reducing project risk and improving delivery times.

What are your key areas of focus when it comes to supporting your customers?

We are focusing on predictability and the ability to deliver on time, helping our customers to de-risk their project execution and becoming a reliable and valued partner. Flexibility and the competency to address complex challenges is required in these unprecedented times, while prevailing challenges in the oil and gas market are requiring shorter delivery times and improved lifetime cost optimisation to fully exploit assets.

Local presence, proximity, speed of response and remote support are all

ingredients required to retain customers, helping them minimise the total cost of ownership and improve the value of their assets with advanced services.

What emerging trends are you seeing in the current oil and gas landscape?

The overall industry is facing different challenges from the traditional cycles we are used to in the sector: the global energy transition, oil and gas price fluctuations and the need for sustainability and flexibility have combined to create a complex scenario.

Gas will continue to be a fuel of choice in the transition; oil demand will be driven by end users, but will still be required for many industrial applications. In all of this, reliable execution and the ability to fulfil contracts is instrumental to securing long-term partnerships.

In addition, the industry expects suppliers to be closer to their customers and to be able to respond quickly and competently to solve complex issues. This is where new technologies will help by enhancing the customer experience.

What will enable PetrolValves to succeed in today's highly competitive industry?

First and foremost, our people. Our employees proactively tackle problems and collaboratively resolve them, removing barriers and sharing ideas. Fostering an environment and a culture where ideas are listened to will lead to a continuous flow of innovation, positioning the business for long-term competitiveness.

Meanwhile, maintaining accountability and an unyielding commitment to transparency and integrity in everything we do is vital to maintaining the trust of our customers. Furthermore, the act of working with customers to anticipate market needs in advance will help to build mutually profitable partnerships, encouraging continuous improvement and pushing the boundaries of our technology through the process of fitting our solutions to customers' evolving needs. 