

Interview with Sigrid Antonsen, Product Engineer NDT at Holger Hartmann

Trust and reliability in a Scandinavian context

In Scandinavia, trust is built quietly. It develops through steady follow-up, clear communication, and showing up when it matters. In the NDT field, this is not a cultural detail but a practical necessity: inspections are often carried out under demanding conditions, where downtime is costly, and delays ripple through entire operations.



Reliability in practice

Holger Hartmann works within this context. Their role goes beyond providing equipment, it is about supporting people who need to complete their work reliably and safely. One person who embodies this responsibility in practice is Sigrid, who works closely with customers across Norway.

You brought valuable experience from previous roles and industries into NDT. What drew you in, and what keeps you committed to the work?

"When I joined Holger Hartmann, I was mainly motivated by the chance to work closely with customers in a technical environment. I didn't know much about NDT at the start, but the field quickly caught my interest. What surprised me was how much insight you gain into how things are made, how safety and quality are ensured, and how many industries rely on inspection to keep operations going.

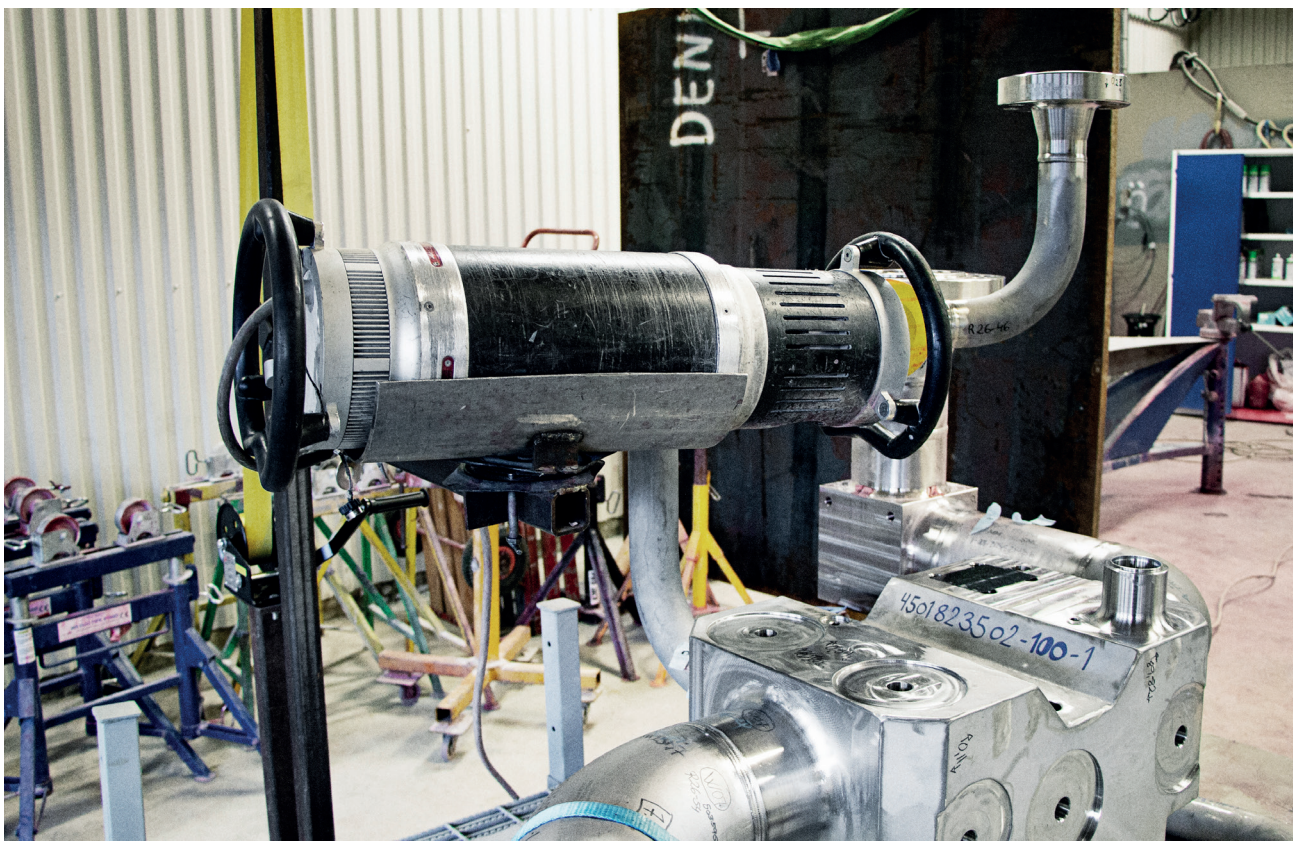
What motivates me now is the ability to help customers make their workflow smoother. When we support someone in resolving an issue at the right moment, it has a direct, positive effect on their operations.

During an offshore inspection, a system issue could have delayed the entire job. By guiding the customer through the troubleshooting, they were able to complete the inspection with minimal downtime. Knowing that my presence on the other end of the call allowed the work to continue, that's meaningful.

Trust is built through consistency. Answering the phone. Following up. Being honest when something takes time. Not promising more than can be delivered. Those are small actions, but they form the basis of long, steady collaboration."

Holger Hartmann is often described as more of a partner than a supplier. What does that look like in your daily work?

"It means staying involved after the equipment is delivered. We work with calibration, maintenance, service, and troubleshooting throughout the equipment's lifetime. Customers know that they can call us, not just when things go well, but especially when something needs to be solved.



The Comet EVO 300DS, ready for exposure at Aker Solutions in Verdal, Norway

Our way of working is based on understanding the customer's workflow. We ask questions, challenge assumptions when needed, and talk through how the equipment will be used in practice. The recommendations we make come from that dialogue, not just from specifications or brochures.

For our customers, quality means reliability equipment that works when needed and support that is available without unnecessary barriers."

You work extensively with Comet systems. What defines their value in your portfolio?

"Stability, long lifecycle, and ongoing support. Many of our customers use their systems for a long time and knowing that spare parts and service remain available makes planning much easier.

Reliability reduces downtime and prevents costly rescheduling. When a system can operate without interruption, customers can maintain continuity and confidence in their work.

It's not only about the equipment itself, but it's also about knowing that, when something does occur, there is also support behind it. That predictability strengthens trust on both our side and the customer's side."

Looking ahead

How do you see customer expectations and NDT technology evolving?

"Customers increasingly want fast, stable performance and direct support when something happens. At the same time, we are seeing clear developments in automation and robotics, especially for repetitive workflows. There is also growing interest in using AI to support image interpretation - not to replace expertise, but to guide attention and improve efficiency.

One area where I see strong potential is mobility. Battery-powered, portable X-ray systems enable customers to work more efficiently in environments where flexibility is important. As workflows become more dynamic and less tied to fixed settings, solutions that enable mobility will play an important role."

What keeps you motivated in this work?

"The combination of technical challenge and human connection. I learn something new almost every day, from colleagues, from customers, from evolving technology. And over time, relationships develop. When customers call back not because they must, but because they trust that we will find a solution together, that is meaningful."

"Knowing that my presence on the other end of the call allowed the work to continue - that's meaningful"

Sigrid Antonsen, Product Engineer NDT at Holger Hartmann



Sigrid visiting Aker Solutions in Verdal, Norway

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