Service & Aftermarket

Peter Möller
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MVI Drives the Change into the Future

Focus on Core Activities
~ Brand management
~ Sales and marketing
~ Product development
  - complete car
~ Manufacturing
  - main flow

Outsourcing of Manufacturing & Engineering
~ Subsystem
  - system suppliers
~ Service
  - equipment suppliers
~ Tool management
  - Leading tool supplier
  Service incl competitors’
  Supply incl competitors’
  Complete solutions,
  proj. mgmt
MVI Drives the Change into the Future (cont.)

Total Cost Reduction
~ Supplier involvement in improving manufacturing processes (Q, L, E)
~ Supplier involvement in supply & service

Buying a Function
~ Paying per unit
~ Secured uptime
~ Fixed to variable costs
Why?

• Get closer to the customer in order to secure customer satisfaction
• Increase revenues and profit through services
• Increase sales of products and spares
• The service of our products is our core competence
• Capitalize on our more advanced products
Today’s Scope of Supply

- HW & SW - Tools equipment & accessories
- Complete solutions - Project management
- Industrial services - Support
Industrial Services

- Service and repairs
- Application engineering, startup and training
- Service contracts
- Calibration and certification
- Software upgrades
- CMS
- Financial services and leasing
New Products for Industrial Services

• ACTA 2000 for Calibration
Service for the Future
Calibration and Certification Services

- Offered in our calibration laboratory or at customer’s site
DDD - Daily Direct Distribution

Atlas Copco Plants  Power Tools Distribution Belgium  Direct to Customers World wide
CMS - Ford Europe
Commodity Management System

- Supply incl competitors
- On site application support
- Service incl competitors
- Total cost reduction

Power Tools Distribution
Belgium

Direct to Customers World wide

Atlas Copco
Cooper
Stanley
IR

Central service

Dagenham
Saarlouis
Cologne
Genk
How does CMS affect us?

+  
  • Customer satisfaction
  • Market share
  • 100% control
  • Development feedback
  • Competitor monitoring
  • Service

-  
  • Administration
  • Inventory
  • Headcount

- Closer to customer
- Easy to deal with
How does this affect us?