



# Compressor Technique

Bengt Kvarnbäck



*Atlas Copco*

## Compressor Technique

### Market Position

- World leader in compressed air products and solutions
- Global coverage with own resources in sales and after-market support
- Technology and cost leadership
  - High R&D investments
  - High volumes and focus on core activities
- Advanced global logistics
- Growth by strong market penetration and presence, and by continuous introduction of new and innovative products and services, extending the offer and increasing customer value.



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## Our Businesses

### Compressed Air...

Machines

57%

Solutions

Aftermarket

29%

86%



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## Our Businesses

### ...and a bit of

Gas  
Compressors

6%

Generators

4%

Specialty  
Rental

4%



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**Our Customers**

- Industry
- Service Providers
- Distributors

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**Our Vision**

To be...  
First in  
Mind...



First in  
Choice...



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**Our Vision**

Through...



Interaction      Commitment      Innovation



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**Our Vision**

Offering Customers

**Best Value**

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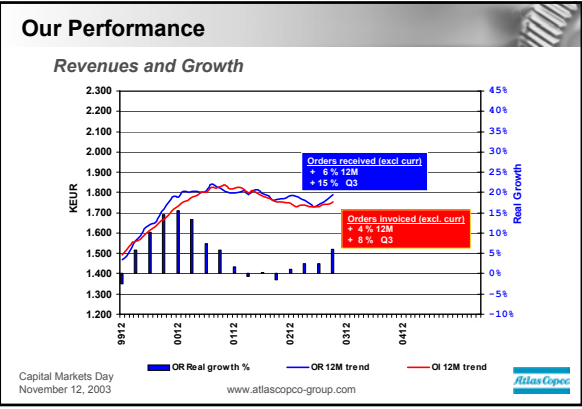
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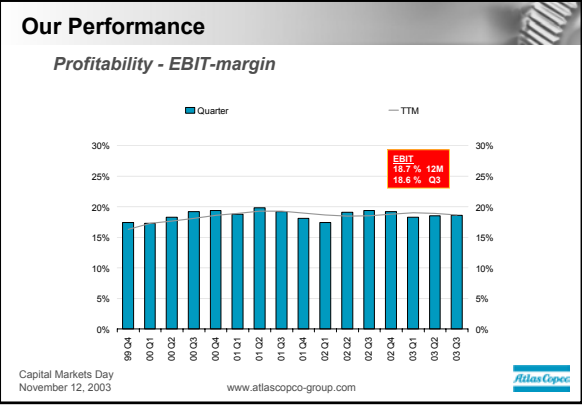
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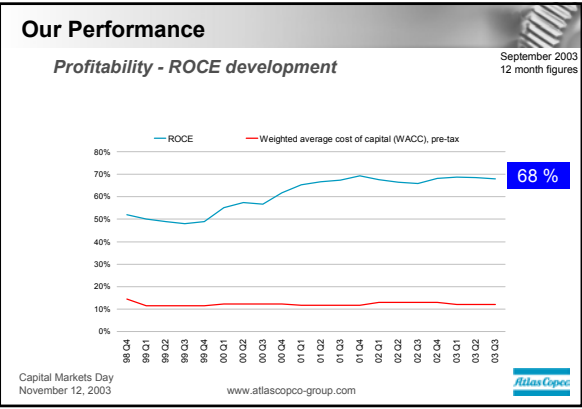
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### The Foundation

Concept Developments  
-  
Benchmarking  
Is there a Better Way?

Extending The Offer

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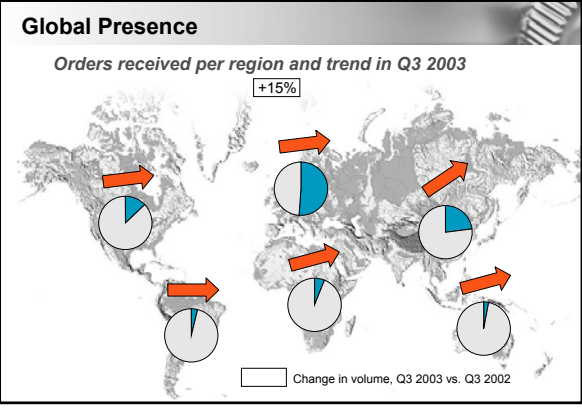
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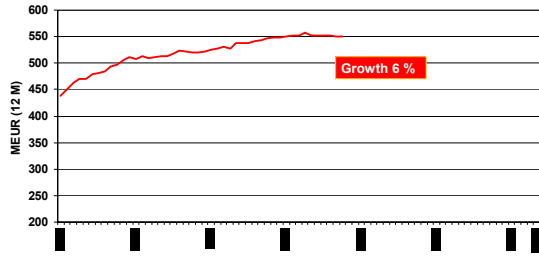
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## The Aftermarket

Growth in Aftermarket (orders received)



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## The Aftermarket

- Total Recurring: 35%

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## The Aftermarket

- Installed Base
- > 800.000 Machines

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## The Aftermarket

- Profitability
- Stability
- Presence - Everywhere
- Growth

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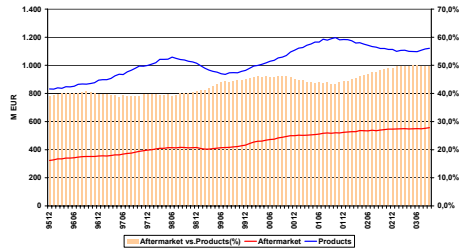
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## The Aftermarket

Machines vs. Aftermarket (orders invoiced 12m)



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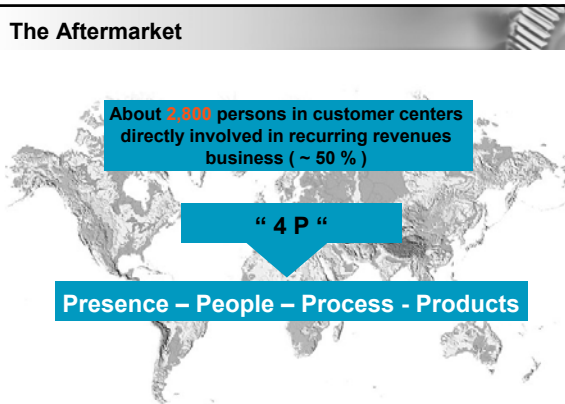
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## The Aftermarket

About **3,000** persons in customer centers directly involved in recurring revenues business (~ 50 %)

“ 4 P “

Presence – People – Process - Products




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## The Aftermarket

- **Presence** means many thousand direct customer contacts every day.
- **Presence** means same service and support everywhere.

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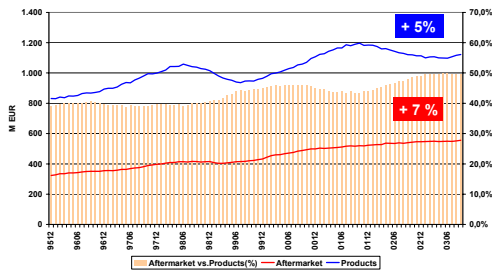
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## The Aftermarket

Machines vs. Aftermarket (orders invoiced 12m)



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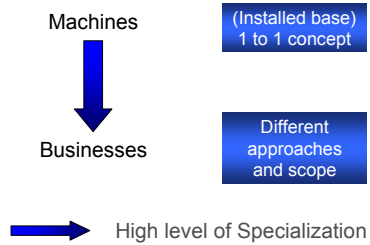
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## The Aftermarket



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**The Aftermarket**

Optimize  
↑  
Keep Fit  
↑  
Repair

Lowest Cost –  
Optimal running

Peace of Mind –  
Problem taken care of  
before it happens

Event Driven –  
Cost play

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**The Aftermarket**

Development of Concepts and  
Tools for “Various Levels”

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**The Aftermarket**

Market Presence

Products

After Market

Compressor  
Technique

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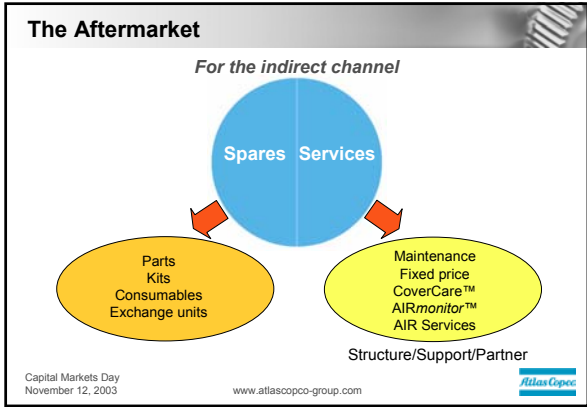
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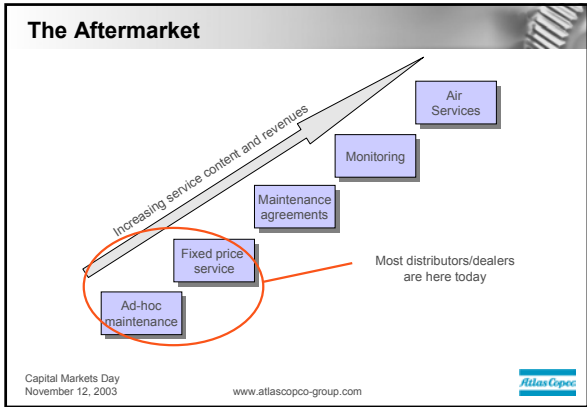
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### The Aftermarket

*Offering and Marketing more Service Products*

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Service Plans - CUSTOMER CARE

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## The Aftermarket

### AirScan™

- Product / tool for auditing installations
- Data collected in a structured way
- Check performance
  - Atlas Copco units
  - Competitor units
- **Output** : Present improvement/savings potential to customers

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## The Aftermarket

### AirScan™ provides tools for:

- Configuration
- Simulation
- Reporting
  - on solutions, savings, recommendations

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## The Aftermarket

### AirConnect™

- Remote monitoring of contracted installation
- Service Level Agreement (SLA)

**New Product, being rolled out**

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## The Aftermarket



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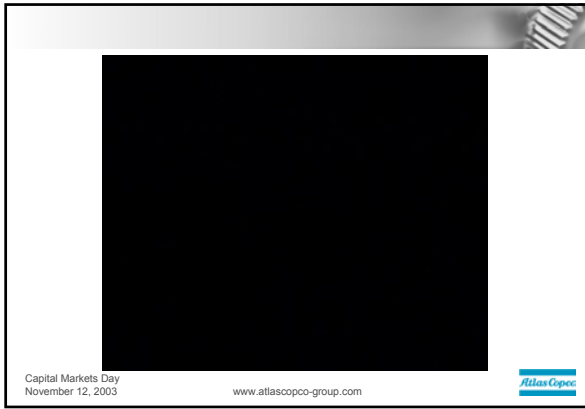
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## ES Systems



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## The Aftermarket

### AirOptimizer™

- Software for optimized energy use
- Linked with service plan
- Subscription base
  - Pricing based on tangible savings

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## The Aftermarket

### AirOptimizer™

- New concept
- Requires a lot of training and new skills



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## The Aftermarket

### Summary

- Forceful business development
- A lot of new products
- Actions in all Aftermarket areas



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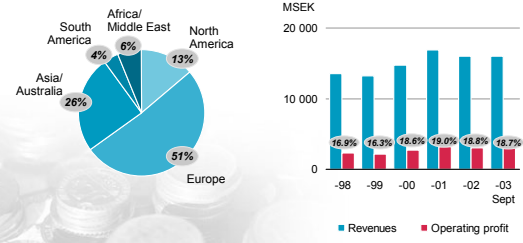
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## Compressor Technique

September 2003  
12 month figures



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## Summary

- Stable- /improving business trend
- Currency an issue - more added value in low-currency markets
- A lot of new products
  - Aftermarket
  - Machines
- Strong growth in China continues

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