

### Compressor Technique Service



Atlas Copco Capital Markets Day, December 1, 2010  
Stephan Kuhn, Business Area President, Compressor Technique

*Sustainable Productivity*




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### Revenue diversity



8% (11%) Gas compressors

33% (30%) Parts & Services

52% (52%) Compressed air equipment & solutions

7% (7%) Generators / specialty rental




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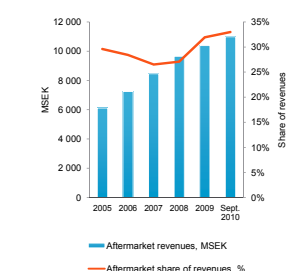
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### Aftermarket growth


#### Compressor Technique



Year	Aftermarket revenues, MSEK	Aftermarket share of revenues, %
2005	~6,000	~25%
2006	~7,000	~25%
2007	~8,500	~25%
2008	~9,500	~25%
2009	~10,500	~30%
Sept. 2010	~11,500	~30%

**Characteristics**

- High growth potential
- High profit potential
- Stable revenue stream
- Optimized business processes
- Enhanced product development
- Closer relationships with customers




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**Mission statement**

Through continuous investment in our **competent, committed** and **efficient** service organisation, we ensure a high level of **customer satisfaction** by creating **superior customer value**.

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**Accelerate profitable growth**



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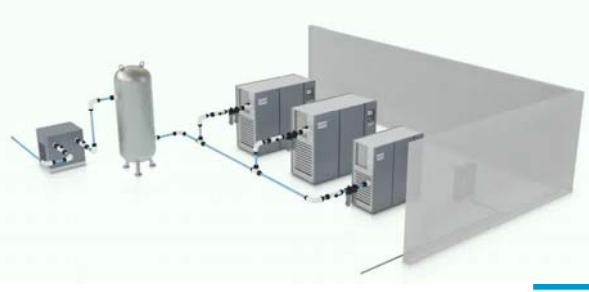
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**Compressor Technique Service**



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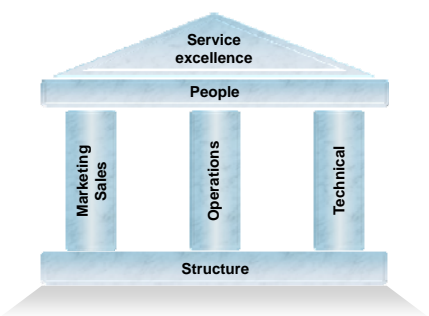
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**Service organization**



The diagram is a temple structure with a triangular roof labeled "Service excellence". Below the roof is a horizontal bar labeled "People". The temple is supported by three vertical pillars labeled "Marketing Sales", "Operations", and "Technical". At the base of the pillars is a horizontal bar labeled "Structure".



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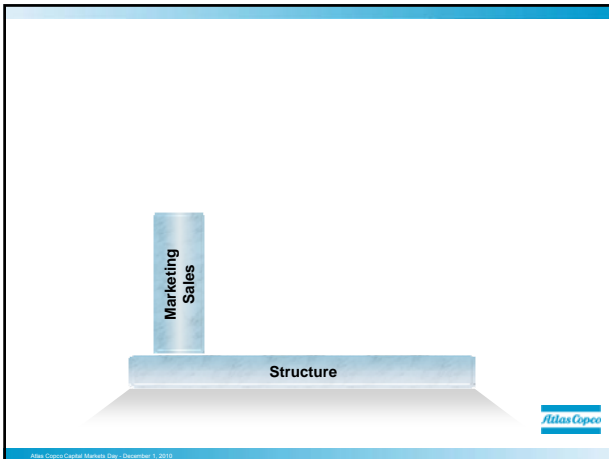
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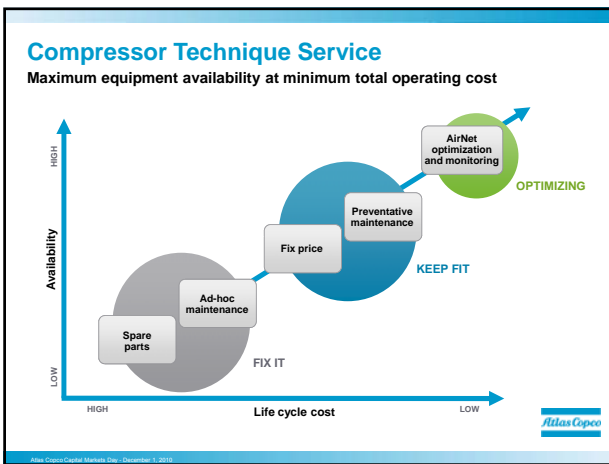
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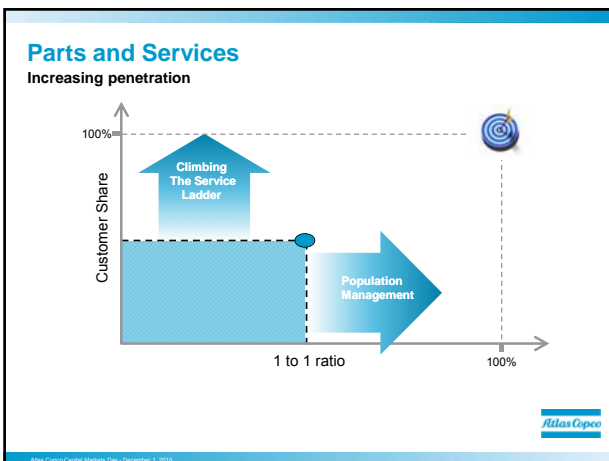
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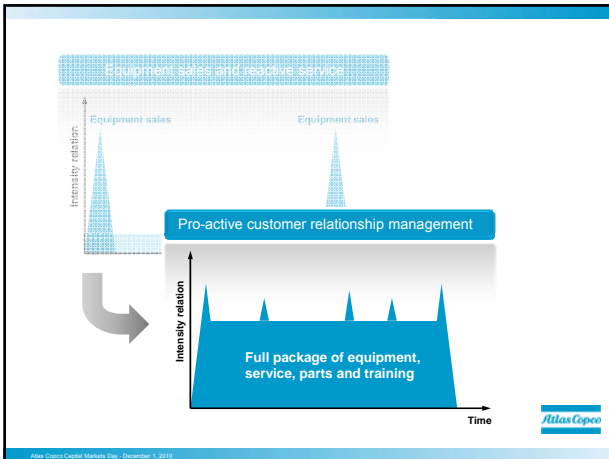
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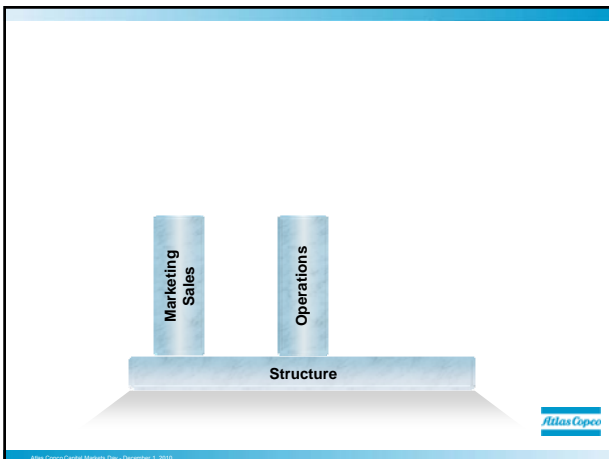
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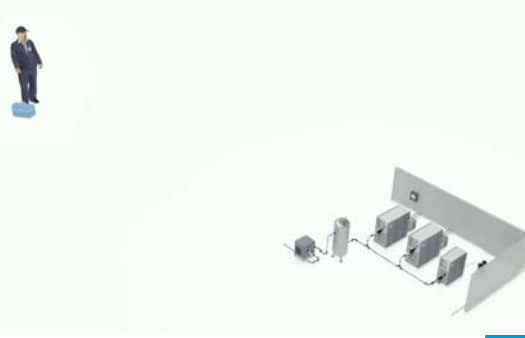
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### Service operations process



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### Customer satisfaction improvement: Strategy



- 1 Avoid breakdowns through better preventive maintenance
- 2 When it breaks down, fix it as fast as possible, preferably the first time
- 3 Be customer oriented, communicate with the customer

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### Key performance indicators



Reducing Breakdowns → Fixing the Problem → Customer Oriented → NPS

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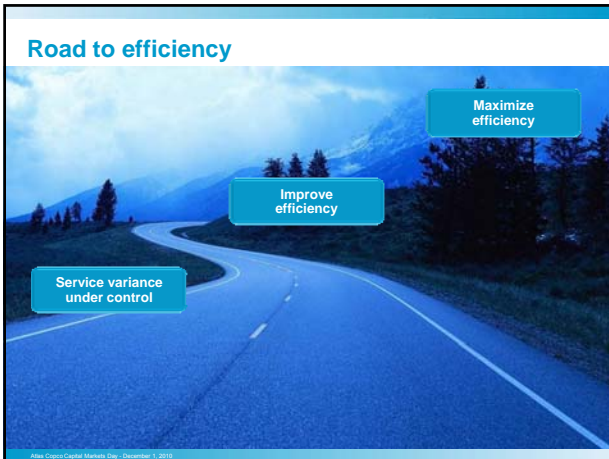
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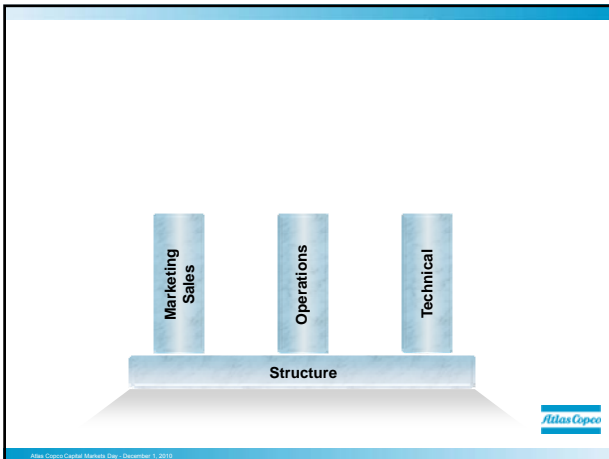
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- Technical support and warranty follow up**
- Warranty process
    - Database solution for fast action, follow up and communication world-wide
  - Technical support
    - Local and regional support close to customer
    - Central specialized technical support by product range
- Atlas Copco
- Atlas Copco Capital Markets Day - December 1, 2010
- A slide with a white background and blue header. It contains a bulleted list under the heading 'Technical support and warranty follow up'. The Atlas Copco logo and event information are at the bottom.

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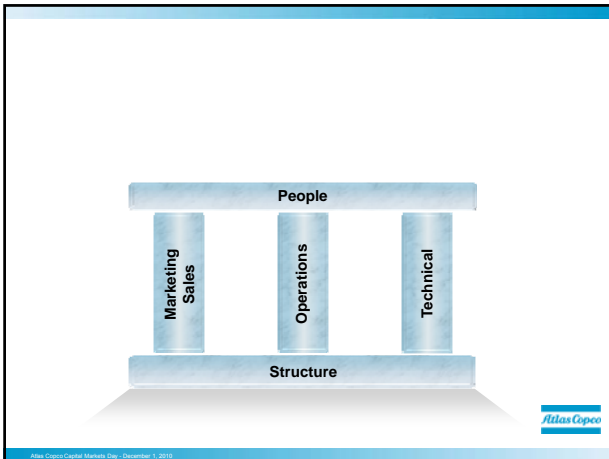
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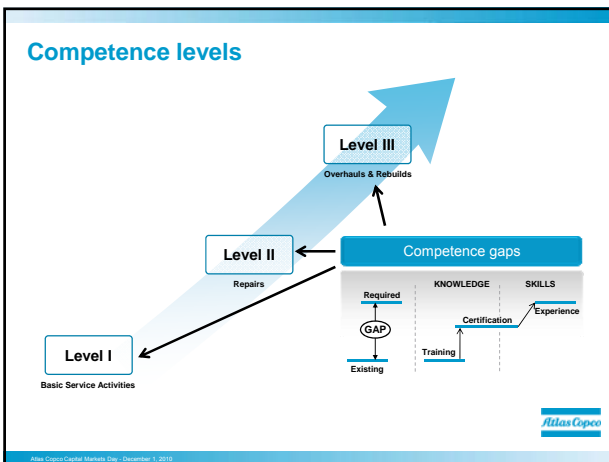
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### Time to competence

Video website

more than 200 videos

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### Time to information

Webinars

CTS 'on the Air'

CTS Newsflash

CTS video website

Global Business Portal

Toolbox Meetings

**TIME TO INFORMATION**

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Service excellence

People

Marketing Sales

Operations

Technical

Structure

Accelerate profitable growth

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**Committed to sustainable productivity.**

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