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WE ARE WHEREVER YOU NEED US

Komax Wire with worldwide service network

Our global presence ensures that customers benefit not only from our knowledge of their market but also from our involvement and experience in many markets. The experience we have gained from following our customers' operations helps us to understand the need for responsive local services from a globally operating company like Komax Wire.

Komax Wire was founded in 1975 in Switzerland, where the head office is still located today. Komax Wire has grown steadily since and now conducts business throughout the world. Komax Wire meets your needs with a sales and service network that operates in about 60 countries. This network has been established over time and will be further strengthened to ensure that our services remain in step with our customers' operations.

Today we have production facilities and engineering capabilities in Switzerland, Germany, the United States and China. Komax Wire has a workforce of more than 500 employees dedicated to giving our customers outstanding wire-processing solutions wherever they operate in the world.

Komax Wire service network is based on three different service set-ups:

- Komax Wire Service Competence Center
- Komax Wire Sales & Service Locations
- Komax Wire Agencies

Global center of competence

Komax headquarters in Switzerland serve as the global competence center for the strategic management of our worldwide service operations and network. Our competence is based on experience and a sound training program and structure. Komax engineers in the field are regularly trained to ensure the highest quality standards for our products. Specialist engineers are located at headquarters to support the worldwide organization with their know-how and experience. Along with qualifying the service engineers, we

"A service network close to the customers' locations is key to offering responsive technical services and to safeguarding our customers' operations. Our passion is to serve our customers everywhere on the globe – true to our slogan The Way To Make It."



Juerg Schneider,
Head Technical Services
& Internal Sales



The services Komax Wire offers worldwide make it a strong partner

engage in strategic stock management to guarantee the availability of spare parts from our Sales and Service Locations around the world. We have our competence center in China provide our full service product portfolio for specific domestic needs. Komax Sales and Service Locations offer a select range of service products and services dedicated to the machinery installed in the given region and country. They also have a solid stock of spare parts available locally to ensure the on-time supply of spare parts as needed. Technical field service is provided by Komax's own engineers, who are fully trained to provide support and troubleshooting for the machinery in their service area.

Spare parts distribution network

In countries without their own Komax representative office, we operate with select agencies. These agencies are fully trained to support the machinery installed in the designated area. Field service engineers are locally available and receive support from Komax Wire headquarters via a direct link to a centralized customer service center.

Comprehensive training concept

Komax Wire Service performs four major tasks to increase value for the customers' operations:

- Responsive technical service
- High availability of spare parts
- Technical competence
- Social responsibility and ethically correct business practices

All four tasks must be locally available, close to the customers' production facilities. Responsive technical services are provided under a training approach that starts with machine operators and goes all the way up to expert training instructors. With our training program, we ensure the right training in the required skills at the customers' operations for our engineers and our partners' engineers. We guarantee high availability for our spare parts by regionally managing the stock for Komax Wire Service and Sales Locations.

There are five regions defined for our global parts stock management program:

- Europe is mainly supplied with spare parts from Switzerland. Komax Wire is able to supply parts directly to customer facilities and handle any necessary customs clearance within the European Community.
- All of Asia, except China, is supplied with spare parts from Singapore. In China, our local organization provides spare parts directly.
- North America is supplied with spare parts from Komax USA.
- South America is supplied with spare parts from our operations in Brazil.
- We have spare parts available nationally for our customers in Morocco (North Africa).

Additionally, Komax Wire Agencies have a select stock of spare parts available for emergencies. Technical competence is provided by the customer service center in Switzerland and the global service organization. Experienced and knowledgeable engineers are built up locally. Komax Wire field service engineers go through regular training



courses to ensure local competence. Internal training is provided before new machines enter a local market.

Social responsibility means that Komax Wire services must acknowledge our responsibility for the local culture and environment in which our customers work. We also believe in ethically correct business practices for our local organizations in their corresponding markets. <

01 The service training group during a seminar in Singapore

02 Stefan Bachmann during a training at the service training center at Komax headquarters in Dierikon, Switzerland

03 Lee Gek Ang, Service Engineer, adjusting a Komax press

Service Product Portfolio

Basic products		Safe and secure	Value optimizing
Parts	Spare parts/Wear parts	Parts contract/Spare parts kit	Stock optimization
Field service	Preventive maintenance Basic & advanced training	Maintenance contract Breakdown plan Specialist training	Full-service contract Quality certificates Train the trainer program
New project support	Installation	Extended warranty	Feasibility tests
Modernization	Revisions	Software functionality	Upgrade kits
Consulting	Technical support	Operation support	Production analysis Production support

Your benefits

- Responsive technical services
- High availability of spare parts
- Technical competence
- Social responsibility and ethically correct business practices

CLOSE TO CUSTOMERS THE WORLD OVER

Komax Wire has production plants in Switzerland, Germany, the United States and China and offers sales and service support in around 60 countries through its subsidiaries and independent agents.

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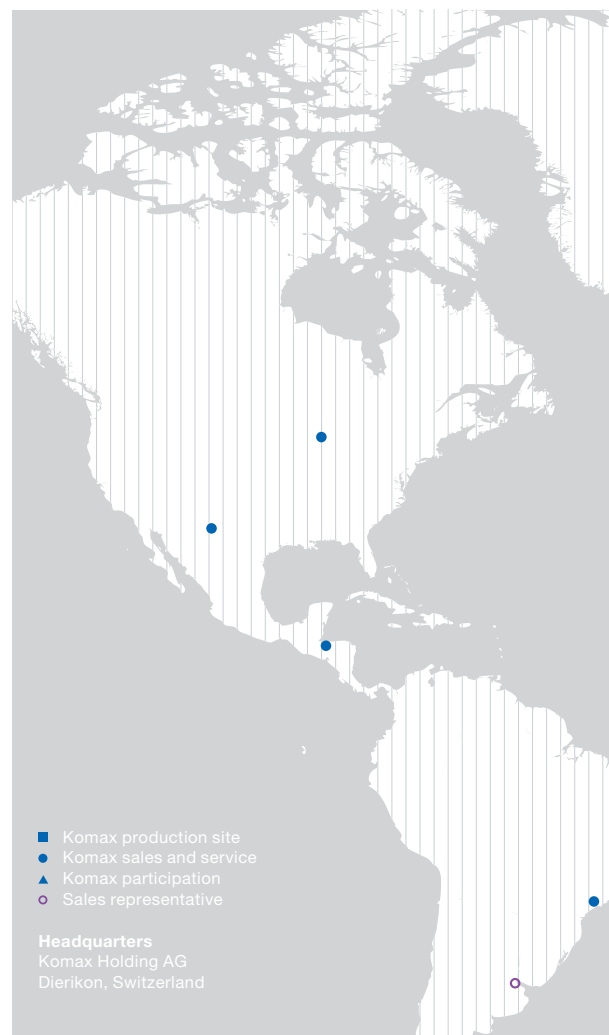
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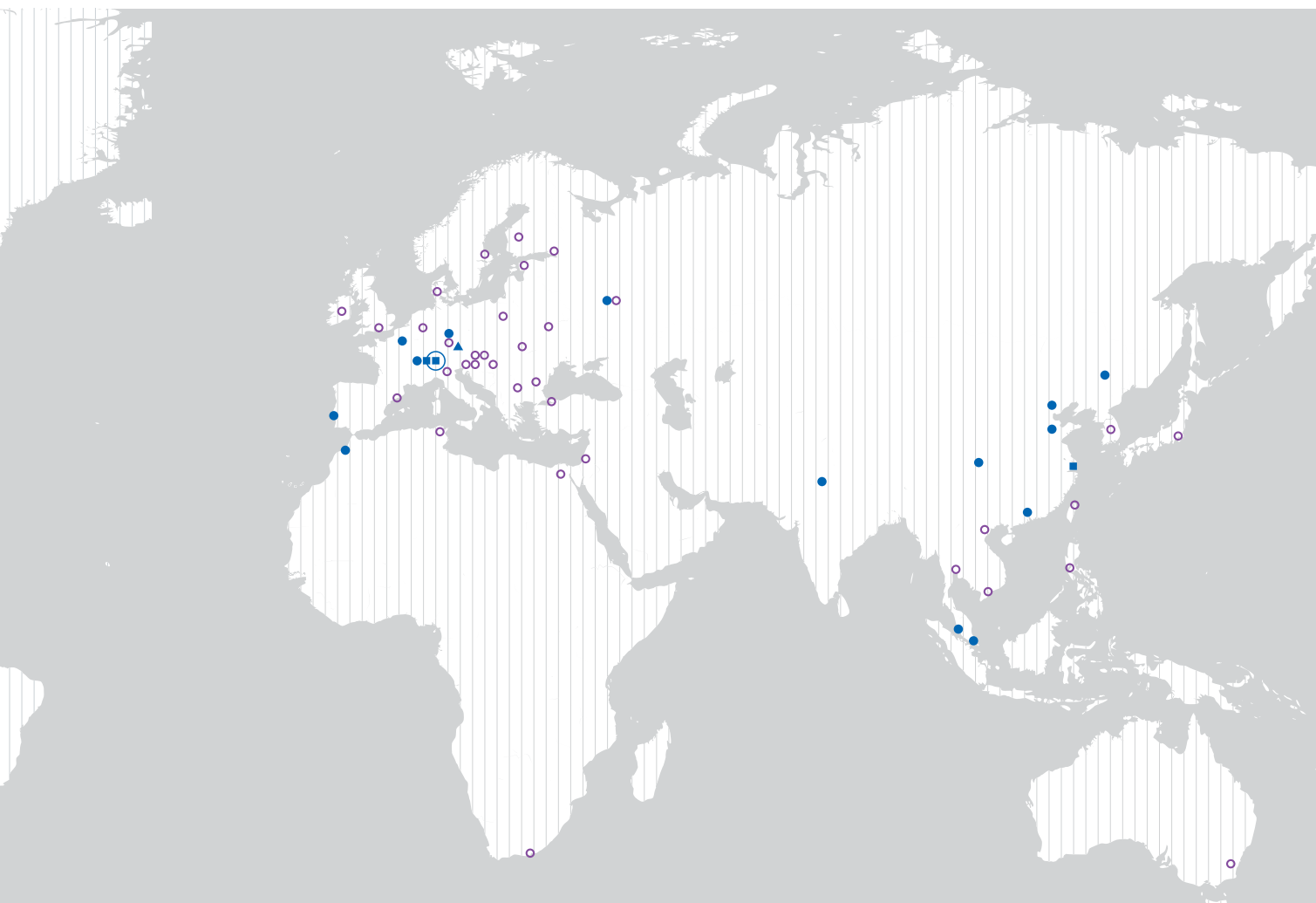
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SHORT RESPONSE TIMES AND COMPETENT SERVICE EMPLOYEES

Global/local approach in Asia/Pacific

Komax Singapore was established in 1994 as a representative sales office and has evolved over time into our sales and service hub in Southeast Asia and the Pacific area. Komax Singapore currently has eight employees. Half of them are trained field service engineers serving our customers in the area with their production and technical skills.

With its strategic location, Komax Singapore keeps spare parts and machines in stock so we can keep our promise to be quick and responsive in supplying spare parts to customers in the area. Our local stock is aligned with the strategic guidelines of the parent company. To optimize the local stock, we take into account the machinery installed in the area, the spare parts turnaround and strategic considerations. For new machinery, we are proud to have machines available for quick delivery and ultrashort lead times for meeting local demand.

Full range of services

Our services also include customized and final testing of machines before shipment. Customers often observe these tests to verify quality and

correct operation before the machinery is delivered to the installation site.

We provide direct sales and service support to customers in Singapore, Malaysia and Indonesia. In addition, a select network of local agencies safeguards the interests of Komax in surrounding countries such as Korea, the Philippines, Taiwan, Thailand, Vietnam, Australia and New Zealand. For India, we provide second-level technical support and strategic spare parts stock management.

Competent and close to customers

We are pleased to have our own training center offering specific training programs for our customers' operation and maintenance personnel. Our training center also handles machine trials and demonstrations for specific customers. We interpret our global/local approach to mean that these services are available at the customers' locations. Finally, our service portfolio is further improved by the in-house and on-site repair capabilities of our field service technicians.

Regular service meetings ensure a continuous update between our headquarters and the service organization in Southeast Asia and the Pacific area. <

"With our strategic location, our mission is to provide value with a combination of product, support and services for Komax agents and customers in Asia."



Larry Wee,
Manager, Komax Singapore



Intensive service training
at Komax Singapore



Mohamed Mustapha
preparing spare parts

Your benefits

- Quick responsive service network
- Well-trained service personnel
- Spare parts inventories
- Stock for Gamma and Kappa machines
- Strategic location for short lead times for deliveries in Asia/Pacific market

STANDARDIZED SERVICE PROGRAM TO INCREASE CUSTOMERS' BENEFIT

Global/local approach in North America



Jose Acosta, service technician in the USA, maintaining a Kappa machine

In today's competitive business and technology-driven environment, customer support is essential if you want your business to thrive, let alone survive. The most important trait that sets an organization apart from its competitors is the level and quality of customer service it can provide. In addition, an organization must be prepared and anticipate the customers' needs. Technical support is an area under Komax USA Customer Services. It requires technical knowledge and business communication skills as well as effective processes to meet these needs.

Fast response times

With the implementation and standardization of a preventative maintenance program, our service technicians are able to acquire the confidence and understanding they need to deal effectively with the problems they encounter while performing maintenance. Komax USA has benefitted tremendously from this standardization and globalizing of its service processes. We have received a great

"The most important trait that sets an organization apart from its competitors is the level and quality of customer service it can provide. Our goal is to provide first-class service by anticipating our customers' needs."



Joe Lira,
Customer Service Manager



Joe Lira, Customer Service Manager in the USA, with his KPI scorecard

deal of positive feedback from our customers, as evidenced by a nearly 100% renewal rate of the maintenance contracts.

Another tool that Komax USA has implemented is our new IP-based phone system, in place for just a little over six months. Besides allowing us to monitor call volume, it provides us with data for determining whether we need to shift or add resources to ensure the kind of prompt phone response our customers expect.

To stay competent we must remain at the cutting edge of available business technology. To help us achieve this objective, Komax USA is currently upgrading its ERP system. We expect increased gains in efficiency and productivity once this system is in place.

These are what an organization needs: to remain in the forefront and to be able to provide first-class customer service. ◀

Your benefits

- Verifiably responsive communication
- Long-term local business relations
- Successful implementation of standardized service programs
- Locally available first-class customer service

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