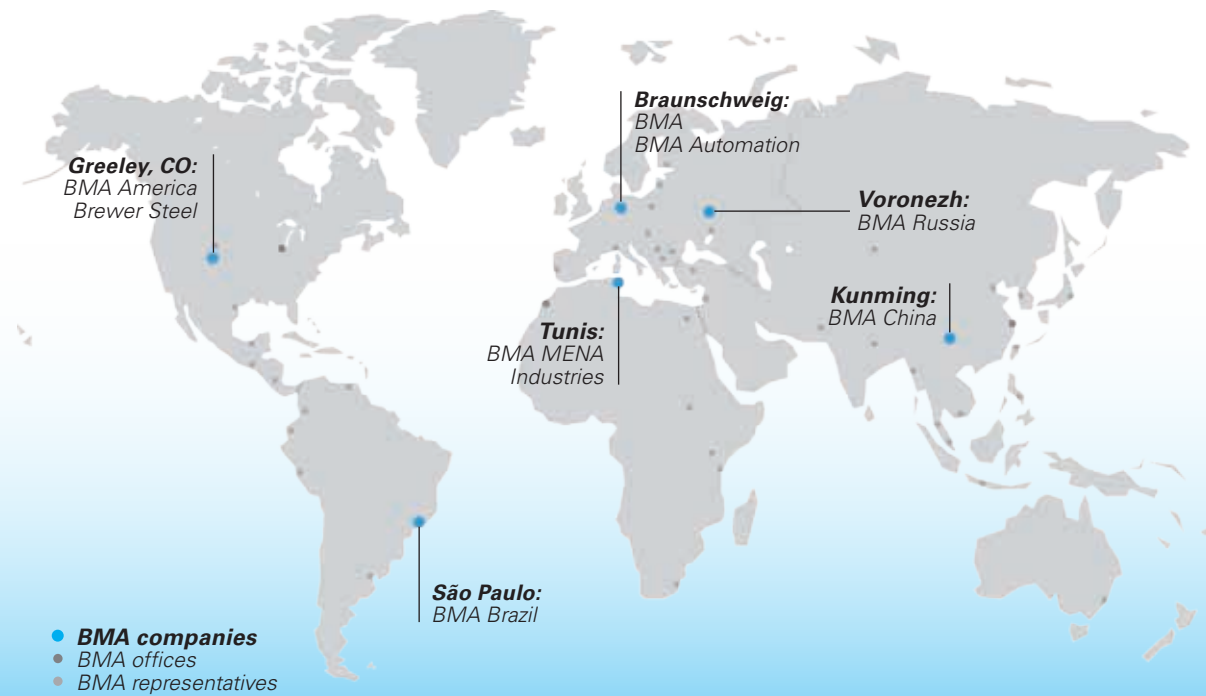


BMA Assistance: customer accessibility and focus worldwide



The name BMA is synonymous with the highest quality. Customers who opt for the purchase of a BMA product know they have made the right choice. Because they know they can rely on BMA Assistance with its efficient service concept for after-sales support. BMA believes that strong products come with top-quality service offering reliability, both internationally and locally.

Based on its many years of experience, BMA provides the highest quality, with the aim of maintaining and even enhancing the performance of our systems. At the customer's request, we will look after the machinery and systems we supply throughout their life cycle!

To achieve this level of service, we have continuously improved our capacity in this area over the past years, such as by speeding up processes and improving parts availability, for instance.

The central pillars of our global assistance portfolio are commissioning, servicing, repairs, parts supply, and training. We also offer service contracts for existing plants and new machinery. Upgrade packages to enhance plant capacity, thus lengthening their economic service life, complete our service portfolio.

In our global BMA network of regional service centres in Europe, the Americas, Africa and Asia, customers never have to go far to find the contact they need. This allows us to respond to all enquiries and requests without delay. Use of the same ERP and CRM systems ensures smooth information exchange and shortens response times. As a result, BMA customers never have to wait long to get an answer!

It goes without saying that our local offices employ only appropriately trained and certified BMA technicians, so repairs, maintenance, servicing, and commissioning can be carried out at short notice, requiring no lengthy waits. But should a bottleneck occur nonetheless, our planning tool, which has access to the entire pool of service technicians, can provide staff from another office. With such a high level of flexibility, we can quickly respond even when there is an increased demand for qualified services.

Over the past two years, we have almost doubled the number of service technicians, particularly in our international service centres. Today, in addition to our service team in Germany, we can rely on 19 appropriately trained

technicians in BMA offices around the globe. By ensuring that all our staff have a high level of skills and by providing continuous training for them, we can maintain a high service quality at all times and are able to send out precisely the specialist the customer requires in each case.

Once an assignment is completed, the customer receives a detailed report. This includes concrete information and suggestions, to ensure maximum availability and cost efficiency of the customer's equipment. Our experience regarding the reasons for failures and our knowledge of repair and maintenance steps literally save money for BMA customers, because they help minimise maintenance costs.

Strengthening the local service centre's back offices has been and continues to be an important element of our service concept. Use of the same ERP system throughout the BMA Group ensures that parts can be identified immediately. It also provides stock lists for the entire Group, thus helping to improve parts availability. Local BMA staff ensure communication in the local language – and in local time.

Speed, reliability and customer focus are the winning features of BMA's concept for parts supply. With our regional service stores in Germany, Russia and the United States, we can ensure high-capacity supply. And with our enhanced logistics concepts, we can provide parts to any country in the world. BMA keeps stocks of wear and spare parts for all standard machines, which might be needed during servicing and repair work. However, even with our sophisticated logistics, we may sometimes not have the right part in stock, given our wide range of products. Which is why BMA also offers customers an additional, exclusive service: at your request, we will stock custom-made or machine-specific parts. These parts will then be quickly available in an emergency.

Regular inspections of plants and machinery are the best safeguards to prevent failures. For this purpose, BMA offers a range of service contracts – all of them specially tailored to customer needs and requirements, of course. Service work always includes checking wear parts, carrying

Headlines from recent years

- Newly established BMA Russia has own parts store
- BMA Brazil established
- BMA Group doubles number of service technicians
- Local back offices set up and strengthened
- Use of same systems

out functional tests, and, if required, readjusting settings. And every service contract comes with a detailed, itemised service plan. Machine operating costs are thus made transparent and calculable, and regular servicing ensures reliable functioning of the equipment for the term of the contract – 24/7 and all year round.

In emergencies, you can reach us around the clock, even when your local BMA office is closed. Details are available on www.bma-worldwide.com or here:



Daniel Reitenauer