



# Kalmar Care

Service Contracts







# Service contracts tailored to your business.

No two businesses are the same, no two operations are the same. Which is why we at Kalmar have developed solutions that make it easy for you to get a service contract that exactly meets your business needs. It's called Kalmar Care.

You get a fully flexible support organisation that will build a servicing offer around your business. Plus the experience and knowledge of Kalmar's dedicated staff, coupled with total transparency and predictability of costs.

## **Our promise to you:**

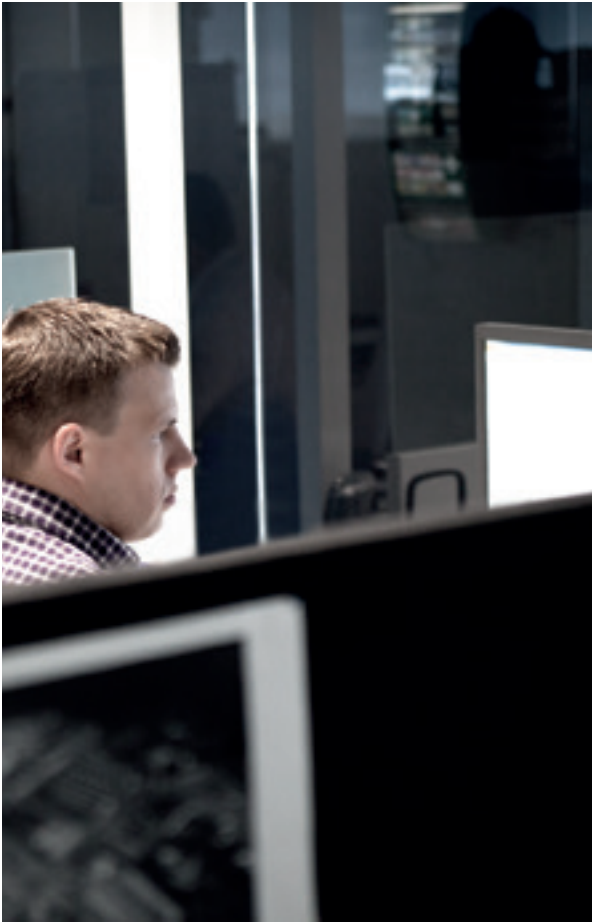
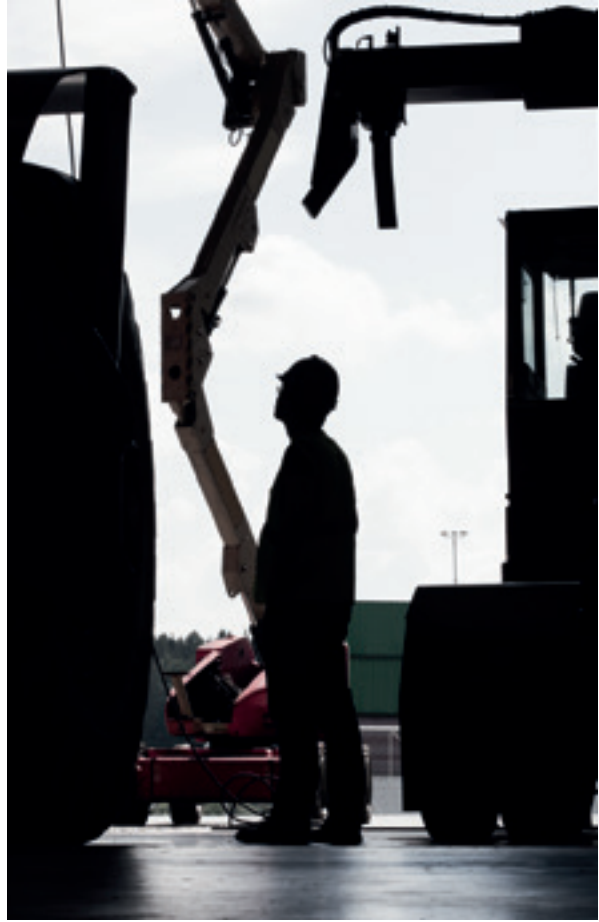
We will put our whole global service network and our vast knowledge and experience of the industry at your service to make sure that your business never stops.

# Making sure you get all the knowledge and experience needed.

We employ more than 1,500 service and support staff globally. They take personal responsibility to get the job done and to make sure your business is running at its most efficient.

They do this with commitment, passion and all the vast experience they have earned over the years. After all, we're trusted to handle servicing and support for more than 1,000 service contract customers worldwide.

We call this the Kalmar way.





# Making sure you get a service contract that's exactly right for your business.

For your business, there are many advantages to Kalmar Care service contracts. Here are just a few: risks to your operations are reduced, you get the flexibility to handle peaks, internal cost transparency is improved and the availability of your fleet is maximised. A Kalmar Care service contract can optimise spare parts availability, which can improve your return on investment because less capital is tied up as no additional spare parts stocks are needed. This leads to better throughput: with more moves per hour, your organisation and workforce can focus on what is most important to your business – your customers' satisfaction.

Thanks to our extensive experience and business knowledge, it doesn't matter what equipment you use in your operations or what brand it is. We provide maintenance services to all customers, based on what your operations need.



# The four flexible types of service contracts.

## 1. Kalmar Support Care.

We support your maintenance process on demand.



- Availability of competent people with the right tools and parts
- Addition of skills to existing maintenance organisation

## 2. Kalmar Essential Care.

We perform agreed maintenance tasks proactively.

- Availability of competent people with the right tools and parts.
- Higher degree of financial predictability
- Reduced operational risk to customer
- Improved availability of machines





### 3. Kalmar Complete Care.

We meet your complete maintenance requirements.



- Improved predictive maintenance
- Low operational risk to customer
- Reduced equipment downtime
- Reduced total cost of operation
- Increased operational predictability

### 4. Kalmar Optimal Care.

We take maintenance one step further – we use our knowledge and experience to optimise your business performance.

- Guaranteed availability
- Reduced sunk capital
- Improved business performance
- Increased peace of mind



# A modular approach – making sure the service contract covers everything you need.

Each contract type is built from service modules that are selected according to the needs of your business.



## Technical Services.

Designed to keep your equipment at peak operating levels as required by your business, as well as minimising breakdowns and unnecessary downtime.

## Availability Management.

Provides a full range of professional management services with the overall aim of improving the efficiency levels of your equipment utilisation.



## Spare Parts Management.

Maintenance starts from the availability of spare parts. Offering consists of full-scale spare part management – from inventory and logistics management to capital item financing.



## Operations.

We provide you with skilled operations personnel, for example drivers, so your staff can focus on their day-to-day tasks.

## Training.

We provide numerous training programmes that aim to continuously improve the competence of your operators, so you can maximise the return on your equipment.



## Financial Services.

Provides your business with the flexibility to adjust your equipment fleet and gives you predictability of equipment costs, as an alternative to purchasing the equipment.





Kalmar offers the widest range of cargo handling solutions and services to ports, terminals, distribution centres and to heavy industry. Kalmar is the industry forerunner in terminal automation and in energy efficient container handling, with one in four container movements around the globe being handled by a Kalmar solution. Through its extensive product portfolio, global service network and ability to enable a seamless integration of different terminal processes, Kalmar improves the efficiency of every move.

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