

Service & Aftermarket

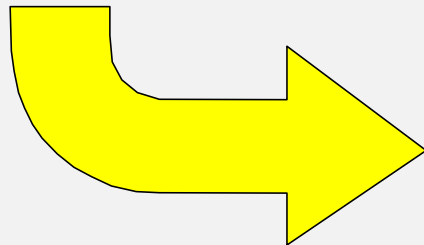
Peter Möller

President - Atlas Copco Industrial Tools and Equipment

MVI Drives the Change into the Future

Focus on Core Activities

- ~ Brand management
- ~ Sales and marketing
- ~ Product development
 - complete car
- ~ Manufacturing
 - main flow



Outsourcing of Manufacturing & Engineering

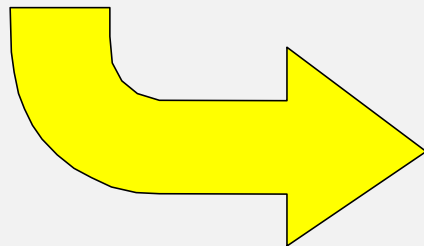
- ~ Subsystem
 - system suppliers
- ~ Service
 - equipment suppliers
- ~ Tool management
 - Leading tool supplier
 - Service incl competitors'
 - Supply incl competitors'
 - Complete solutions,
 - proj. mgmt



MVI Drives the Change into the Future (cont.)

Total Cost Reduction

- ~ Supplier involvement in improving manufacturing processes (Q, L, E)
- ~ Supplier involvement in supply & service



Buying a Function

- ~ Paying per unit
- ~ Secured uptime
- ~ Fixed to variable costs

Why?

SERVICE 15%

- **Get closer to the customer in order to secure customer satisfaction**
- **Increase revenues and profit through services**
- **Increase sales of products and spares**
- **The service of our products is our core competence**
- **Capitalize on our more advanced products**

SERVICE 15%

Today's Scope of Supply

- HW & SW - Tools equipment & accessories
- Complete solutions - Project management
- Industrial services - Support

Industrial Services

SERVICE 15%

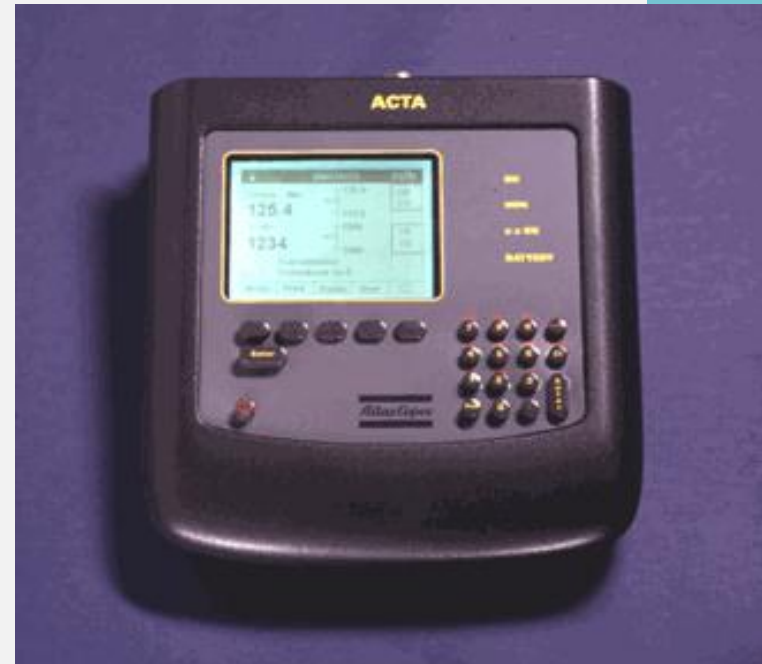
- Service and repairs
- Application engineering, startup and training
- Service contracts
- Calibration and certification
- Software upgrades
- CMS
- Financial services and leasing



SERVICE 15%

New Products for Industrial Services

- ACTA 2000 for Calibration



Service for the Future **SERVICE** 15%

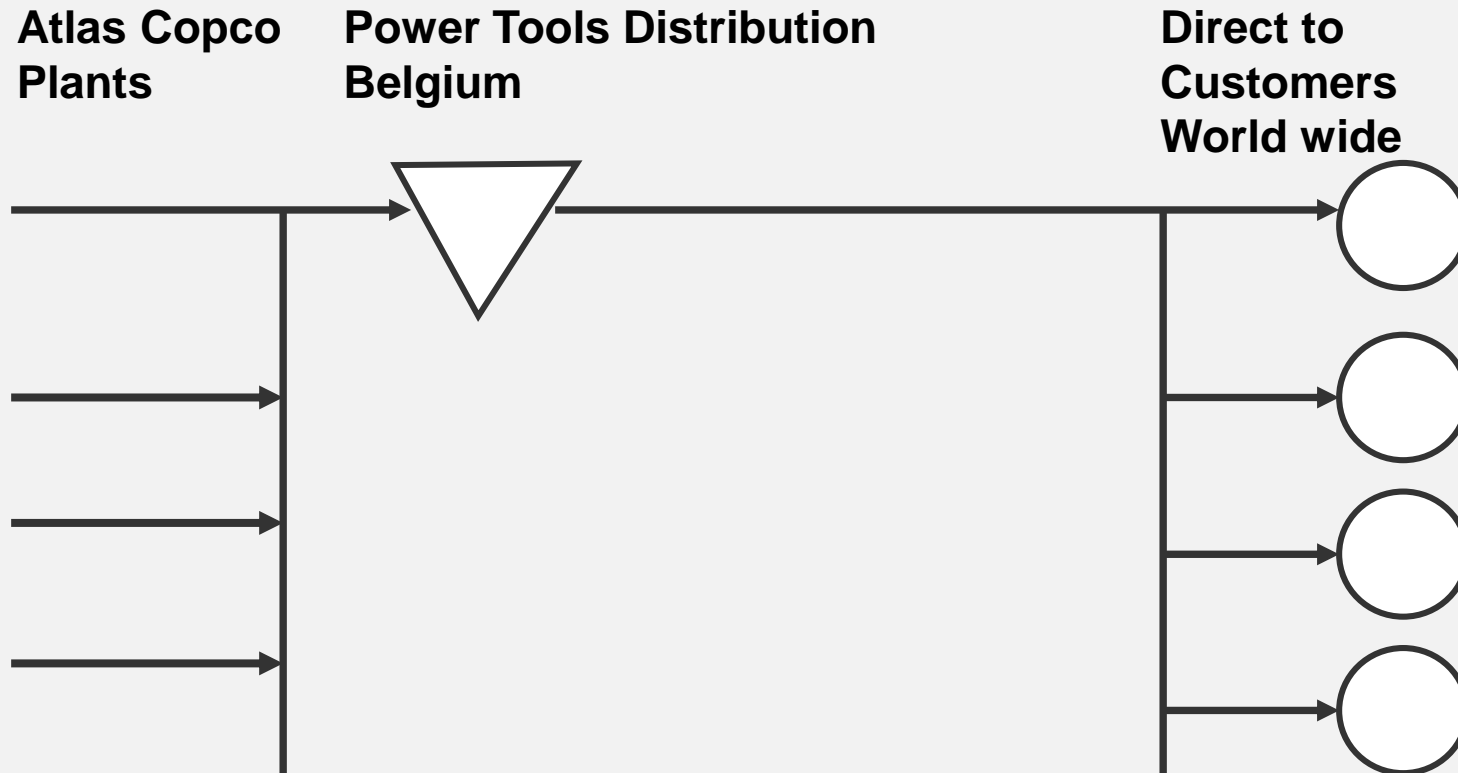


Calibration and Certification Services

- Offered in our calibration laboratory or at customer's site

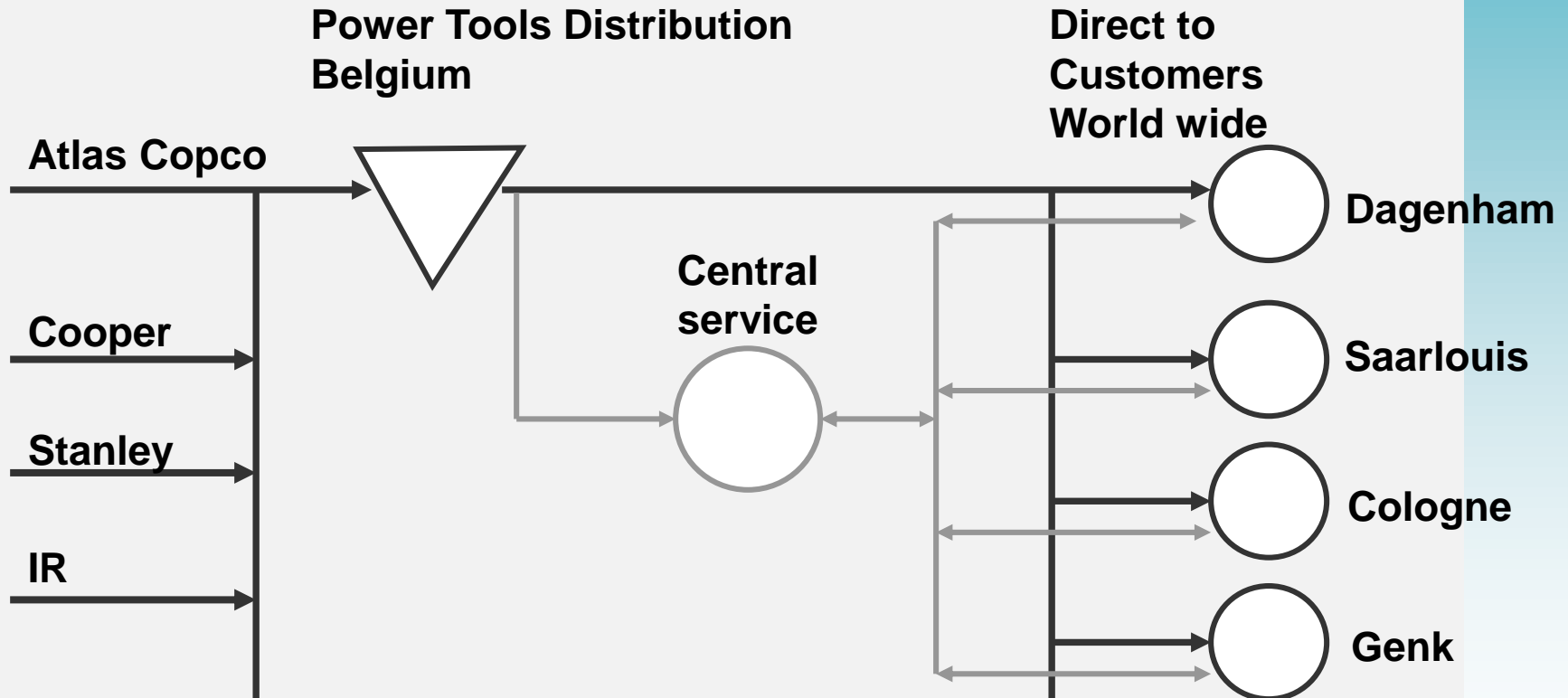


DDD - Daily Direct Distribution



CMS - Ford Europe

Commodity Management System



- Supply incl competitors
- Service incl competitors
- On site application support
- Total cost reduction



Tool Technics

WALT

Industrial Tools & Accessories



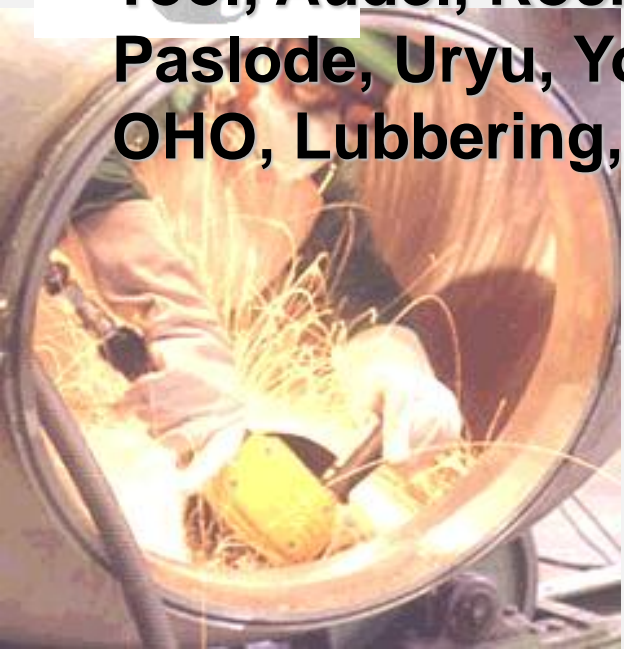
36th

U.S. Anniversary
1970-2006

BOSCH



Nimak, Aro, Stahlwille, Richemond, Salters, Norbar, Atlas Copco, Ingersoll Rand, DGD, Fiam, Dewalt, Bosch, Facom, Fein, Makita, Metabo, Gesipa, Cleco, Dotco, Dynabrade, George Renault, Chicago Pneumatic, Desoutter, Rotor Tool, Audel, Rockwell, Stanley, Oetiker, Hios, Delvo, GSE, Paslode, Uryu, Yokota, Charles Maire, Black&Decker, AEG, OHO, Lubbering, Brimatco, Draftex



FACOM



How does CMS affect us?

+

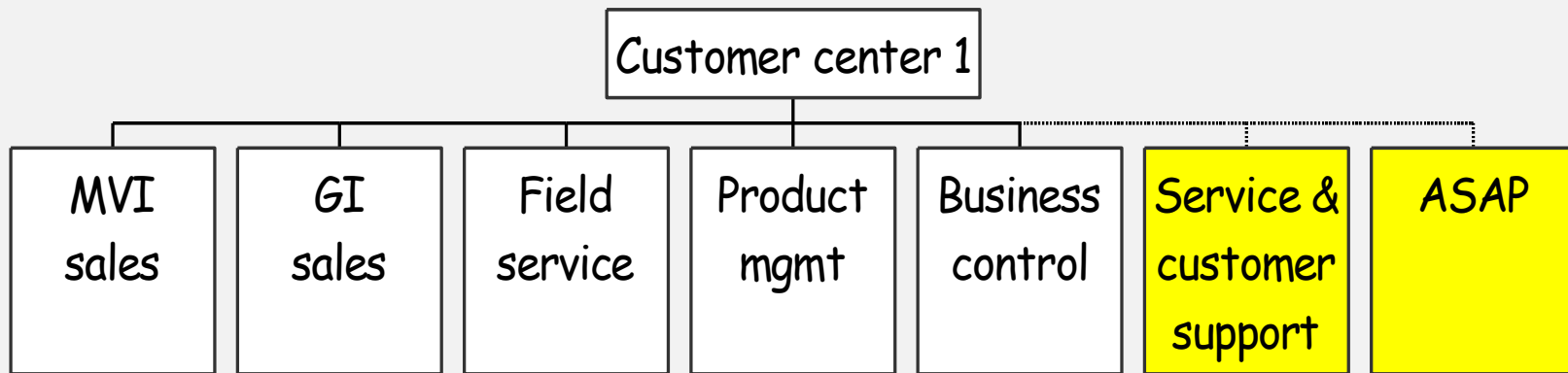
- Customer satisfaction
- Market share
- 100% control
- Development feedback
- Competitor monitoring
- Service

-

- Administration
- Inventory
- Headcount

- ● Closer to customer
- Easy to deal with

How does this affect us?





Atlas Copco

