

Assistance delivered



One Source

**Customer services for
cement plants**

Supporting 500+ plants every day. Engaging 650+ service professionals. Drawing on 130 years of experience. We offer you one mighty source to help your business grow

At FLSmidth we've always tried to exceed expectations. And in an industry where thinking big is something of an occupational norm, we've made a reputation from thinking just that bit bigger. As the world's leading one source supplier of cement plants and technology, we're able to meet any cement producer's needs with the help of more than 10,000 employees worldwide.

Perhaps it's only to be expected that we're also big when it comes to support. In fact, our 650+ service professionals provide a trend-setting range of services. Whether you just need a dependable supply of parts or are looking to outsource your entire operation, we support your business from start to finish.

Importantly though, it's not just our variety of services but also our depth of knowledge that makes the difference. By understanding the workings of each and every aspect of a plant – and how one process interacts with the next – we're better able to serve you.

Total support cement pro



Real-world experience

FLSmidth not only designs and builds plants, but runs them too. And we support more than 500 plants around the world on a daily basis, helping customers with everything from overcoming everyday challenges to strategic planning for a more profitable future.

This hands-on experience means we understand the realities of running a cement facility. We share information throughout our organisation and in this way transfer lessons learned from one part of the world, and one part of the business, to another.

New ideas

Since 1882, FLSmidth has been blazing new trails in the world of cement, helping the industry become leaner, greener and more profitable.

Not unexpectedly, this progressive approach extends to our support services. We continuously strive to use the latest technology to make your life easier and ensure our customers always get the best possible levels of service.

Old truths

However, we've been around long enough to know that some things don't change – like human nature. That's why we always strive to build lasting bonds with our customers based on competent, honest dealings.

We know that technology can supplement people on a practical level, yet it can never substitute personal relations on an emotional level. Trust, after all, cannot be automated or streamlined. It needs to be earned, nurtured and respected.

Concrete business

An in-depth understanding of the principles, technologies and processes of making cement is one thing. However, managing a cement plant is quite another.

Our ultimate aim is to help customers run a more efficient business, and this too is reflected in our service portfolio's management services. Whether you're seeking guidance on the economies of alternative fuels or looking for an outsourcing partner, we can help you run a more lucrative business.

for ducers

One source, many capabilities

- ▀ Spare parts
- ▀ Maintenance services
- ▀ Operating services
- ▀ Training and seminars
- ▀ Upgrade projects
- ▀ Management services
- ▀ Outsourcing services



Central to offering customer-orientated services is the realisation that the customer is an individual, with individual needs. We also recognise that your people know your plant better than anyone else. Our aim is simply to support the efforts of your own staff as best we can, by providing one source of assistance to help you better maintain, improve and operate your plant.

We've tailored and organised our many services to reflect the needs of the various functions found within a cement facility. This makes it easier for key employees to receive specific assistance in a timely fashion. We even offer support services relevant to plant owners and business managers.

Finally, although we try to focus our services to your area of expertise, we always maintain an overview of how our efforts in one area of a plant might affect processes in other areas. In other words we don't look at things in isolation, but endeavour to deliver the best overall solution.

Maintain

Seeing problems before they occur

Our entire service portfolio is dedicated to helping you reduce or even eliminate unscheduled stoppages.

By performing regular service checks on vital equipment, ensuring staff are trained on preventative maintenance, and providing a dependable supply of high-quality wear parts, FLSmidth helps maintenance managers ensure the availability of their production lines.

However, even the best planning in the world is not failsafe. When unexpected problems occur, as they invariably will, trust FLSmidth as your support services provider to respond with the urgency that these situations demand by providing:

- Spare parts
- Maintenance courses and seminars
- Mechanical equipment services
- Electrical equipment services
- Troubleshooting

One source for every



Improve

Getting more out of your plant

Being a commodity business, cement production has always been about volume. However, with demand at record levels, it's never been more important to optimise every aspect of your facility and ensure you're getting the most out of your plant.

Our comprehensive portfolio of products and services for production managers is aimed at helping you raise output and efficiency. Whether you're looking to improve the performance of an individual process or want to undertake a more radical upgrade of your plant, our team of consulting engineers can help you maximise your return on investment by providing:

- Upgrade projects
- Audits
- Material handling solutions
- Air supply solutions
- Alternative fuel solutions
- Production seminars
- Operating services

Operate

Outsourcing plant operations to experts

Cement production is a great business but one that requires considerable resources. For those looking to invest in plants without the headache (or expertise) of running them, who better to outsource production to than FLSmidth.

We've built more plants than anyone else and also have decades of experience in running them. In addition, the unique access we have to FLSmidth's Institute, our professional training wing, means we bring the latest industry thinking to your business.

FLSmidth offers a full range of outsourcing services. We can take over individual "problem" processes, or can manage and operate an entire facility – and just about everything in between by providing:

- Operation & Maintenance
- Management teams
- Service concepts
- Maintenance contracts

"The key to good service is really very simple – listen to your customers. What are their long-term goals? What are their immediate challenges? How can we support both? After all, it's called 'customer' service for a reason."

Kristian A. Gregersen,
Vice President, FLSmidth Customer Services



need

Knowledge is meaningless if it's impossible to access. No matter how good we are at service, our success depends more than anything on being able to connect with customers



A thoughtful part



At FLSmidth we live by a simple motto: “we don’t leave till the job is done.” And getting the job done requires competence and commitment in equal measure. This determined attitude is evident in our comprehensive customer service support – and throughout our entire organisation.

The right mind

We have an unparalleled depth of experience and are widely recognised as a centre of excellence for cement know-how. Seldom, if ever, do we encounter a challenge that we haven’t come across before or have the resources to overcome.

This vast bank of knowledge is what really sets FLSmidth apart. You can access it via our diverse support services, which include FLSmidth’s Institute, the No. 1 centre of learning in the cement industry.

Having such a wealth of expertise at hand gives our customers real peace of mind. Perhaps more importantly, it also gives them a real competitive edge.

The right attitude

Knowledge, of course, is meaningless if it’s impossible to access. No matter how good we are at service, our success depends more than anything on being able to connect with customers – literally and psychologically.

That’s why we work hard at making it easier for you to get all the help you need from us, whenever you need it. Tools such as our e-catalogue make it possible to order spares around the clock. Our three global support centres provide total geographical coverage. And with more people on the ground in more places, we ensure you’re never far away from qualified, timely assistance.

However, beyond operational tools, good service is a question of mentality. The best of partnerships, even in business, require genuine respect and enthusiasm for one another. Many of our service relationships go back 30 years or more, and we’re happy to say we consider these people as friends as much as business associates.

We’ve earned the respect of our customers by treating them as we’d like to be treated ourselves. But that’s not all we have in common. We share the belief that cement is a contribution to the world – a symbol of prosperity and progress. We are proud to help cement makers promote this unique commodity by supporting your efforts with One Source.



One Source

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