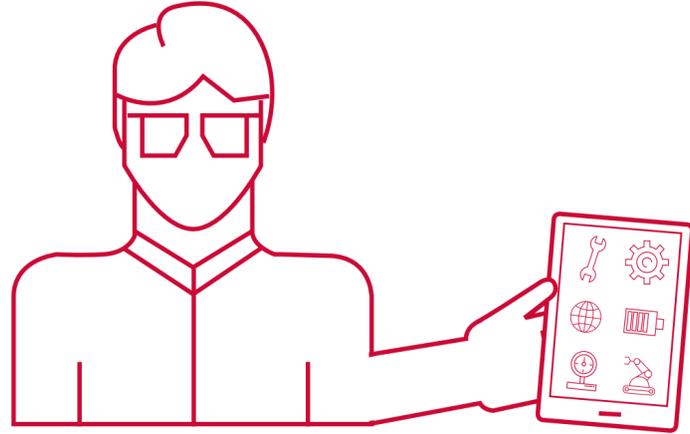
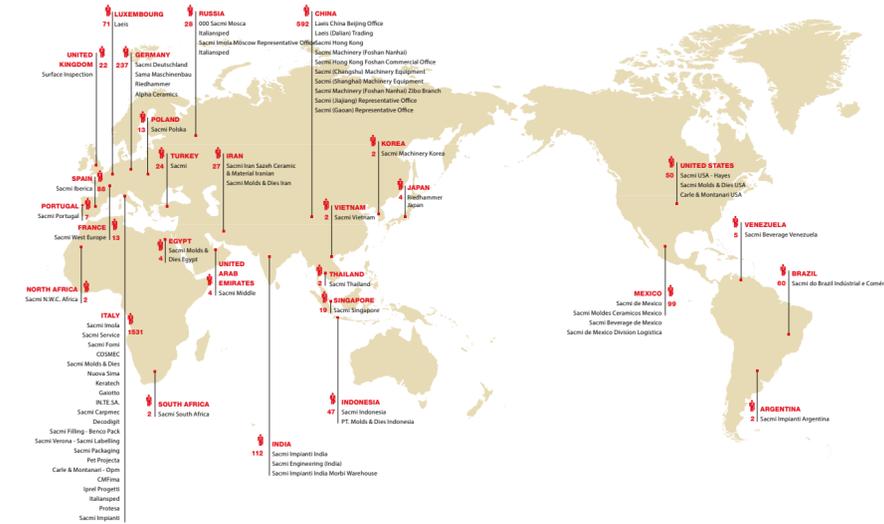


# Services designed to add value



# We are where you are

We are always right by our customer's side. That's why we have designed and developed an extensive network that reaches every corner of the globe. Because we believe that the best way to provide a fast, effective service is to expand without breaking local ties.



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Sacmi reserves the right to introduce changes without notice

## Plant Life-Cycle Services



# Sacmi Plant Life-Cycle Services

Sacmi sees providing services as an essential part of supplying production lines. That's why the Group has established a Global Network of more than 20 companies, ensuring the worldwide availability of phone and web-based customer care and after-sales support programmes with regular visits from highly qualified personnel to help customers run, maintain and get the very best out of their production lines.

### Production

ON-SITE ASSISTANCE	REMOTE SERVICE	PRODUCTION EVOLUTION	ORIGINAL SPARE PARTS	CONSUMABLES	SOLUTIONS PACKAGES
Troubleshooting crew for on-site assistance	Remote assistance Technical Hub	Product changeover service	Definition of initial spare part stock	Production consumables	Total Care *
Preventive maintenance plans			Supply of spare parts		Total Care *
Plant check-up		Higher output	Optimizing customer's warehousing solutions		

### Upgrades

CONVERSION
Used machine collection

### Project Management

	PLANT ENGINEERING SERVICES	PLANT START-UP SERVICE	LABORATORY SERVICES
START UP	Complete production line engineering	Assembly and start-up coordination Technological validation	Technological support Product certification
MAINTENANCE			
OPTIMIZATION	Upgrade assessment		New product development

### Academy 4.0

TRAINING
Production worker/ technician training
Maintenance worker/ technician training
Production manager training to boost efficiency

## Customer care

*Whatever your needs, wherever you are.*

### CALL CENTER

Our call centre is open 24 hours a day, all year round, with staff who speak four languages and can provide useful advice to solve all kinds of problems. They record each request and make sure it is forwarded to the right technical assistant immediately.

### MAINTENANCE

From installation to start up and testing of production lines, the Sacmi Technical HUB looks after our products and customers at all times. Mechanical training courses cover production line maintenance and provide theoretical and practical information about the processes to ensure everything always runs smoothly.

**Maintenance packages:** Our preventive maintenance packages are designed to ensure that routine maintenance and repair work is performed regularly so any problems are identified and resolved immediately. With regular professional inspections and maintenance, you can reduce the likelihood of your machine breaking down. Our service packages can help you with this.

### TELE-ASSISTANCE

Sacmi has multiple Technical Hubs consisting of specialised, dedicated teams. They can be contacted by customers via phone, email or tele-assistance. The Technical Hub can activate direct interaction between the machine and the Sacmi operator for any need that may arise on the machine or line. The Sacmi contact connects directly to the machine control panel, optimising its functions in real time.

### REMOTE ASSISTANCE

If direct observation of the situation is required, the ceramic technician working in the relative department can put on smart glasses to provide the Sacmi contact with a detailed view of the machine and so identify the points requiring intervention. The images are sent to the Sacmi contact's PC at the Technical Hub. The Technical Hub identifies the tasks to be carried out and provides the technician on the production line with the instructions needed to optimise the machine functions.

### E-SUPPORT

Online, interactive technical support, which allows customers to open technical files and contact Sacmi engineers. A fast-access, user-friendly data bank provides solutions to the most common problems.

## Plant engineering

*Complete engineering, all over the globe.*

The Sacmi Group specialises in providing customers all over the world with complete, cutting-edge engineering. The Sacmi design team works closely with customers, identifying optimal plant engineering solutions both in the case of new, complete "turnkey" plants and where existing plants need to be expanded or modernised.

Sacmi's unique know-how ensures the design of advanced plants and systems that smoothly integrate the technologies developed by the various Group companies.

We provide customers with a single reference point, guaranteeing the project from both quality-performance and delivery time-ROI viewpoints.

Our highly qualified staff provide:

- flow analysis
- productivity assessment
- flexible production systems
- plant engineering design
- simulation models

## Technological lab

*Sacmi's technology service ensures attainment of plant production goals and maximum semi-finished and finished product quality.*

Sacmi's technological lab carries out the following:

- feasibility studies on raw materials and bodies for the production of tiles and heavy clay items
- certification of semi-finished and finished product technical characteristics
- development of finished product sampling on a pilot scale, using the most advanced Sacmi-developed digital technology
- supply of specific technological know-how to start up new production lines
- technological assistance during the start-up of a plant to ensure attainment of the planned quality and quantity parameters
- training courses for customer's technicians at Sacmi and on-site
- problem-solving and optimisation of product/process with intervention by specialised ceramic technicians at production plants in Italy and abroad
- innovative R&D in close collaboration with research bodies and firms in the industry.

## Spares and consumables

*High quality and durability that stand the test of time.*

*Sacmi guaranteed spare parts.*

If you need an original spare part you can count on Sacmi obtaining and delivering it immediately – a long-standing Sacmi priority. The full range of original, guaranteed spare parts is available to customers at all times, offering a faultless just-in-time service that minimises downtimes. The use of original spare parts is the only way to ensure that production lines offer perfect, lasting performance.

We are not just committed to delivering the latest technology in the form of new, world-class ceramic plants (with all the related machinery and products). We also provide upgrades for older products. In fact, the potential for upgrading the installed base is a key driving factor in our constant effort to develop world-leading technology. In many cases plant operators can upgrade their existing SACMI equipment by retrofitting it with new technology.

Upgrades can deliver increased production capacity, lower energy and maintenance costs and extended lifetimes as well as improved part availability and reliability. We will be pleased to advise you on the feasibility of upgrading your SACMI equipment.

**E-DOCS & ESPARES:** Up to date, web-based manuals and spare parts catalogues customised for each and every customer. This enables transactions to be carried out online, from checking spare part availability and price to proceeding with the order. A specific combination of customer code and Sacmi code ensures that spare parts can be sold online, with the system recognising the requested piece.

**E-PAY:** The ability to effect online payments against any Sacmi invoice using a company credit card via the international banking circuit, with the security of the most advanced transaction methods.

## Logistics, Packing, Shipping

*Maximum security from order to delivery*

Sacmi service makes use of more than 50,000 square metres of spare part storage areas, arranged according to type of packing and geographical destination. In short, we offer a carriage paid delivery service that allows for complete control of the logistics chain.

Our logistics team assists and supports the customer from the moment an order is placed through to delivery. This constitutes a true 'control room', allowing supervision of logistic flows online using IT and reporting systems.

The products are packed, labelled with a bar code and serial number and then sorted into different areas before being shipped via a computerised system able to monitor every single piece throughout its journey.

## Academy 4.0

*Training courses for continually evolving knowledge*

To transmit knowledge of its processes, in terms of theory and practice, Sacmi provides training for its customers' engineers at the company's Research and Development Centre in Imola. Through mechanical and technological training courses, which are held throughout the year, participants are taught how to run and maintain the machinery, using the Centre's own pilot production line for practice.

## Training

*Professional training produces a safer work environment, improves operating efficiency, and extends the life of the equipment.*

Sacmi training gives machine operators, mechanics and engineers the knowledge and confidence they need to ensure safe and reliable equipment operation. Course topics fall into the broad areas of product knowledge, operation and maintenance. Our courses ensure your employees are competent in maintenance and first-line troubleshooting, able to interpret alarms and undertake appropriate actions to avoid failures. They will also be in a stronger position to interact with our expert technical support. Sacmi instructors are drawn from service operations and have extensive knowledge and experience with the equipment they present. We also conduct training on-site at customer facilities worldwide on customers' own equipment.

### E-LEARNING

The first Italian company to set up an e-learning project, Sacmi is now considered as an example of best practice within the web-based distance-learning sector. Developed in response to a need recognised by both Sacmi trainers and customer companies, e-learning can be seen as a true cultural shift in the management of company knowledge. It is a continually evolving project, winning over more and more followers as a result of both effective training and reduced costs, as the training material can be used again and again. Based on a simple, intuitive technological platform, e-learning meets the latest, most sophisticated standards for ease of use and convenience. Additionally, it lets users make information and knowledge available while maintaining high standards of security. The disclosure of only validated information enables the use of uniform logic, making contents available for use at all times and allowing personnel learning and training to be monitored from both inside and outside the company.