

3 | FIELD SERVICE

Consulting | Market Entry | Sales | After-Sales Support Outsourcing & more



KLOSE | INDUSTRIAL SERVICE
YOUR TOTAL SOLUTION PARTNER IN ASIA-PACIFIC

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SCOPE OF SERVICE:

FIELD SERVICES

At **KLOSE**, we consider ourselves a partner of the machine builder. As such, we can assist with the market entry, sales, distribution, and import of your machines and spare parts into Asia. In addition, we can either fully or partially take over your regional field service and after-sales support operations. We see technical support as just as important as sales, and we understand that excellent service and customer support are what will competitively differentiate your company. With over 20 years of experience in the Asia-Pacific region and service locations and partners all over Southeast Asia, Taiwan, India, Bangladesh, Australia, and New Zealand, we have the local know-how and presence to elevate your service to the next level. In tandem with our German heritage and international corporate culture, we are fully capable of adapting and catering to our customers' needs and requirements.

COMPLETE OUTSOURCING

As local competition rises, your after-sales service becomes an increasingly substantial differentiating factor for Asia-Pacific decision makers. Our customers benefit from our strong presence in the region, advanced technical know-how, and deep understanding of service as a Unique Selling Point. **KLOSE** is ready to handle full-scale outsourcing of all your field service activities in the APAC region.

SALES & DISTRIBUTION

KLOSE is not for service contracts and spare parts alone. We also handle the sale and distribution of your machines and equipment as an appointed agent or distributor. Our experienced sales teams are well connected in the region and know the right decision makers. In addition, providing comprehensive technical services to relevant major players in the APAC region, we thoroughly understand their needs and requirements.

INDUSTRY 4.0

Industry 4.0 is revolutionising how companies manufacture, improve, and distribute their products. Manufacturers are integrating new technologies, including Internet of Things (IoT), cloud computing, Artificial Intelligence (AI) and machine learning, into their production facilities and throughout their operations. **KLOSE** is ready for the future and has implemented automated and fully digital processes at the core of our services. Our project execution is paperless and, thanks to our modern software solutions, technicians can access IoT-enabled sensor data and rely on our AI-solution to analyse patterns and minimise downtime.



OUR SCOPE IN DETAIL

- > Support with market entry or market development in APAC for the machine builder.
- > Developing service concepts, including suitable response times, service levels, contract templates, etc.
- > Service sales, including ad-hoc sales, spare parts, preventive maintenance & contract management.
- > Spare-part management, including warehousing, importation, (re)packaging, and inventory management.
- > Developing and optimising service blueprints, including adaptation to local requirements.
- > Frequent skill & knowledge training of service technicians (virtually/on-the-job/in manufacturing).
- > Final assembly, localisation, and back-end manufacturing of machines and other production equipment.
- > Mechanical, electrical, pneumatic, hydraulic, and further assembly of components.
- > Installation, commissioning, function testing, operator training, and more.
- > 24/7 breakdown support, including call centre operation.
- > Sales of machines & components as an agent or distributor in Asia-Pacific.
- > Detailed reporting and analysing of faults to drive constant improvement efforts.