

Product / Service Mix
Channels to the customer
Offerings



Product Offered



Service Offered



Product/Service Offered



Performance / Solution Offered



Call Centre



Sales Office



Sales Agent



E-Commerce



Online Services



Service Squad



Service Partnerships



Own Service Stations



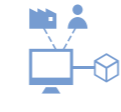
Digital Product Manuals



Digital Catalogue Identification Support



Management Systems



Shared Management System with Customer



Service Agreements



Certificates



Warranty



Extended Warranty



Financing



Proactive Contact



Project Management



Service Technicians On-Call



Product Manuals



Monitoring Equipment



Reconditioning



Upgrade



Retrofit Products



State of the Art Deals



Product Leasing for Repair Task



System Consultancy



Academy



Training Other Companies' Technicians



Reciprocal Training



Installation of Products



Installation Consultancy



Installation of Other Companies' Products



Spare Parts On Demand



Spare Parts Owned by Company



Spare Parts Owned by Customer



Spare Part Pitstop



Spare Part Kit



Upgradeable Service Selection



Customised Products



Delivery



Take-Back Systems



Commissioning / Sea Trial



Design Support



Management of Maintenance



Diagnosis plus Recommendations



On-Site Inspections



Customised Services



Customised Product/Service



Customised Solutions



Product Packages



Product/Service Packages



Service Packages



Service Kits



Planned Overhaul



Troubleshooting



Repair



Time/Count-Based Maintenance



Condition-Based Maintenance



Remote Monitoring and Operation



Technical Documentation