



Kalmar offers the widest range of cargo handling solutions and services to heavy industry, distribution centres and ports. Kalmar is the forerunner in terminal automation and in energy-efficient container handling, with one in four container movements around the globe being handled by a Kalmar solution. Kalmar improves the efficiency of every move. [www.kalmarglobal.com](http://www.kalmarglobal.com).

Kalmar Care is the service offer to customers using Kalmar equipment as well as other brands. We provide service and support based on extensive knowledge about the industry and your business.

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# Kalmar Care

## Making sure your business never stops

Service contracts for terminal operators





An aerial photograph of a port terminal. In the foreground, a large red gantry crane structure dominates the view, with its complex lattice of beams and cables extending over a ship's deck. The ship's deck is visible, showing various pieces of equipment, including yellow forklifts and containers. In the background, the port extends into the water, with other cranes and a city skyline visible under a cloudy sky. The overall scene is one of industrial activity and infrastructure.

# Maximising availability and efficiency

You're in a business where it's crucial that everything runs as efficiently as possible. With Kalmar Care, you get structured maintenance management for your entire cargo handling fleet, no matter which brand.

This improves the overall efficiency of your equipment and minimises downtime. The offering is scalable, and it optimises spare parts and supply chain management. You get guaranteed availability, reduced risk, and a flexible and skilled service partner.



# Capitalising on human resources

At the heart of Kalmar Care are the skills, knowledge, competence and ingenuity of our service personnel. With a Kalmar Care service contract, you will always have the right competencies at hand when you need them, and reduce idle capacity of people and machines. Kalmar being a global player, you will benefit from the processes and best practices tested in real life in hundreds of customer locations worldwide.

Maintenance outsourcing is an option to improve your competitive position. Outsourcing collaboration with Kalmar, an experienced and trusted global partner, will deliver efficiencies which show in your bottom line results.

When our service personnel take care of the management and execution of maintenance, you'll be able to focus and direct your resources to manage and develop your core business. You will better capitalise on your own resources without trade-off between business critical and support functions.







## Improved financial predictability results in better business decisions

Today, financial predictability and cost control are essential for successful management of any business. Kalmar Care service contracts offer you greater control of your maintenance costs. This allows you to increase the transparency of costs and reduce tied-in capital. For example with Kalmar Optimal Care service contract, you don't need spare parts stock and therefore you don't need to make large investment that ties up capital.

And, not least, you can forget about the complicated process of finding just the right service set-up. To make it easy for you, Kalmar Care includes four types of service contracts with a range of services that build the content of the contract. This is a straightforward process to set up a contract tailored to your needs.



## The four flexible types of service contracts

### **Kalmar Optimal Care**

We optimise your business performance.

- Guaranteed availability
- Reduced tied-in capital
- Improved business performance
- Increased peace of mind

### **Kalmar Complete Care**

We meet your complete maintenance requirements.

- Improved predictive maintenance
- Low operational risk to customer
- Reduced equipment downtime
- Reduced total cost of operation
- Increased operational predictability

### **Kalmar Essential Care**

We perform your agreed maintenance tasks proactively.

- Availability of competent people with the right tools and parts
- Higher degree of financial predictability
- Reduced operational risk to customer
- Improved availability of machines

### **Kalmar Support Care**

We support your maintenance processes on demand.

- Availability of competent people with the right tools and parts
- Addition of skills to existing maintenance organisation

# Making sure the service contract covers everything you need

Each contract type is built on service modules that are selected to fit the needs of your business.

## Technical services

Keeps your equipment at peak operating levels as required by your business, and minimises breakdowns and unnecessary downtime.

- Inspections
- Preventive and corrective maintenance
- Software and automation maintenance
- Component replacement and overhaul
- Port infrastructure maintenance

## Availability management

Professional management services that improve the efficiency of your equipment utilisation.

- Maintenance planning and optimisation
- Availability reporting (CMMS)
- On-line trouble shooting

## Spare parts management

Full-scale spare part management – from inventory and logistics management to capital item financing.

- Inventory management
- Capital item management and financing
- Logistics management

## Operations

We provide you with skilled maintenance management and operational personnel, so your staff can focus on business critical tasks.

## Training

We provide training programmes that improve the competence of your operators, so you can maximise the return on your equipment.

- Technical training
- Operations training

## Financial services

Provides you with the flexibility to adjust your fleet and gives you predictability of equipment costs, as an alternative to purchasing.

- Rental and leasing of mobile equipment


# Build your contract

Build your contract from the possible options in each contract type. Note that local offering may vary, contact your local Kalmar sales team to find out more.

	Optimal Care	Complete Care	Essential Care	Support Care
<b>Technical services</b>				
Inspections	•	•	•	•
Preventive maintenance	•	•	•	
Corrective maintenance	•	•		
Component replacement and overhaul	•	•		
Software & automation maintenance	•	•	•	•
Port infrastructure maintenance	•	•	•	•
<b>Availability management</b>				
Maintenance planning	•	•	•	
Maintenance optimisation	•	•	•	
Availability reporting	•	•		
On-line trouble shooting	•	•	•	•
Part identification and substitution planning	•	•	•	•
On-line ordering & documentation system	•	•	•	•
<b>Spare parts management</b>				
Inventory management	•	•		
Capital item management and financing	•			
Logistics management	•	•		
<b>Operations</b>				
Operations personnel	•			
<b>Training</b>				
Technical training	•	•	•	•
Operations training	•	•	•	•
<b>Financial services</b>				
Rental and leasing	•	•	•	•
<b>Business model</b>				
Time and material				•
Fixed or performance-based fee	•	•	•	
Agreed product performance	•			
Agreed fleet / business performance	•			

• = Mandatory • = Optional Blank = not available





point of contact for all brands in the fleet



Increased capacity and productivity with planned maintenance



Less obsolescence




Hidden and indirect costs such as personnel and parts stock become visible



Flexible workforce utilisation



Less tied-in capital in spare parts inventory



Right competencies at the right time



Proven processes and methods from real life cases worldwide



Ensure 1<sup>st</sup> time right



# Kalmar Care

service contracts for all cargo handling brands

Guaranteed availability

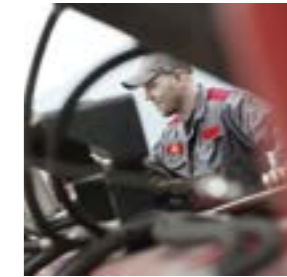
Optimised human capital

Improved financial predictability

## Making sure your business never stops



# Resources and reliability at your service



**1,500** staff  
**100** countries  
**1,000** customers  
**5,800** machines  
of different  
brands



We have decades of experience developing equipment and systems for terminals. For example, one in four container moves in the world is handled by Kalmar equipment. This means we know your business inside out.

As we operate worldwide, Kalmar Care staff are always on hand, wherever you are. We have 1,500 dedicated and skilled service and support people in 100 countries. Currently our customers, including some of the largest terminal operators in the world, trust us with the service and support for 5,800 machines globally – Kalmar machines as well as other brands.



# Presenting the most advanced service there is

## **Gävle Container Terminal, Sweden**

Sweden's third largest container handling company saves time and money by outsourcing its maintenance to Kalmar. The tailored Kalmar Care contract ensures that the machinery is kept in optimum working order at all times. The contract comprises routine servicing by Kalmar's expert service technicians, as well as advisory services, spare parts support and not least reliable 24-hour service availability.

*"We trust in Kalmar to provide optimum production capacity when we need it."*

STIG WAHLSTEDT, CEO,  
GÄVLE CONTAINER TERMINAL, SWEDEN

## **Transnet Port Terminals, Ngqura, South Africa**

The fast-growing port of Ngqura is a hub for cargo bound for South Africa and the southern part of the continent. Kalmar is responsible for the maintenance of the 22 rubber-tyred gantry cranes, giving Transnet more time to focus on its core business. The cranes are linked to the terminal's SAP Plant Maintenance Programme. This means that the Kalmar maintenance team can predict maintenance and service requirements for every machine, ensuring the availability of equipment, spare parts, supplies

and service people in order to minimise downtime.

*"Maintenance is one of the pillars supporting our operations, and having skills supplied by a third party on a contract basis ensures consistency."*

SIYA MHLALUKA, GENERAL MANAGER,  
TRANSNET PORT TERMINALS, NGQURA,  
SOUTH AFRICA

## **SCA Rotterdam, the Netherlands**

The Port of Rotterdam has the highest number of container departures in Europe, and SCA's business is constantly growing. For SCA, it's vital to have the right equipment and service solutions in place, to maximise uptime. SCA Logistics renewed its three-year contract with Kalmar for complete service and maintenance support for two ship-to-shore cranes. The Kalmar Complete Care package provides all labour and parts needed to deliver a complete maintenance programme, including 24/7 on-call support.

*"Kalmar Complete Care is a comprehensive package of service support and provides us with total peace of mind."*

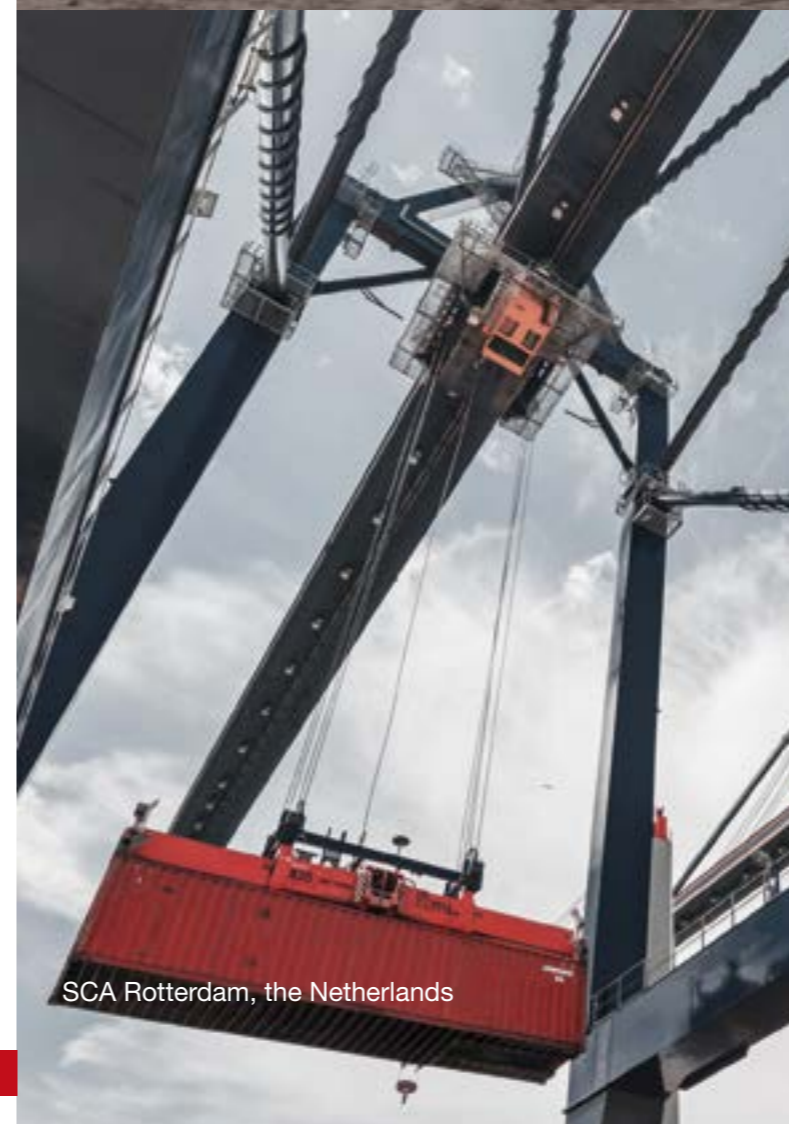
ROELF BUIST, SCA MANAGING DIRECTOR,  
ROTTERDAM, THE NETHERLANDS



Gävle Container Terminal, Sweden



Transnet Port Terminals, Ngqura, South Africa



SCA Rotterdam, the Netherlands

**How can we  
make sure  
your business  
never stops?**

Go to [www.kalmarglobal.com/kalmarcare](http://www.kalmarglobal.com/kalmarcare) and contact our sales team. We are there for you.