

ABOUT LCSi

LCSi is a division of the CSi group and provides life cycle support services for CSi and Ivanhoe customers. LCSi is committed to improving performance throughout the total life cycle of your equipment.

Our customers benefit from 50 years of technical and functional knowledge of packing and materials handling equipment. We can provide you with best practice solutions from around the world. Our cost effective and transparent organisation enables you to reduce and control your costs while improving your performance.

For your communication with LCSi you will have a single and local point of contact. Your dedicated Support Manager is committed to the performance of your installation and will act as your partner in dealing with your specific requirements, which obviously may change during your system's life cycle. He will resolve your issues quickly and effectively and together you can tailor an individual service package exactly to your requirements.

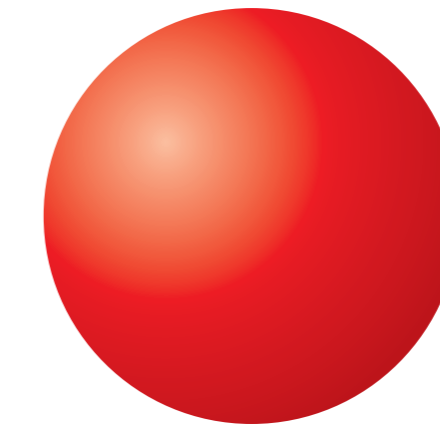
Over 300 customers have already outsourced their service requirements to us, ranging from 24/7 help desk support to allowing LCSi to take full responsibility for all maintenance works.

For more information about our services, you can contact your local contact or visit our website www.lcsi.nl.



L I F E C Y C L E S U P P O R T

Improving Performance



L I F E C Y C L E S U P P O R T

LCSi is a division of the CSi group 

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L I F E C Y C L E S U P P O R T



MAXIMUM PRODUCTIVITY



24/7 Support

A breakdown always happens unexpectedly. To support you in such a situation, a dedicated team of highly trained LCSi technicians is ready to assist you in reducing the downtime of your equipment. 24 hours a day and 7 days a week, our service specialists can provide support by phone, a remote link via modem or internet, or by an emergency visit to your site. Our experienced technicians can also provide long term on-site support.

Training

The up time of your operation depends mainly on the knowledge and skills of your technical staff and operators. Professional training will provide a solid basis to maintain your equipment more effectively and to quickly detect, analyse and solve basic problems. If required, the training can be customised to your specific needs by professional trainers within LCSi.

Inspections and Maintenance

Our customers' equipment needs to be available for fulltime operation. By performing preventive maintenance and technical inspections on a regular basis we can reduce breakdowns to the minimum. LCSi can become your partner for outsourcing all your maintenance works, including all preventive and corrective maintenance, enabling you to focus on your core business.

MAINTENANCE SERVICES



Service Level Agreements

Based on a full maintenance plan we aim to ensure maximum availability against reduced and controlled maintenance costs. Our Service Level Agreements are tailored to your individual needs, ranging from support on request to fixed price performance contracts. In such cases we take full responsibility for the analysis and management of your maintenance programme.

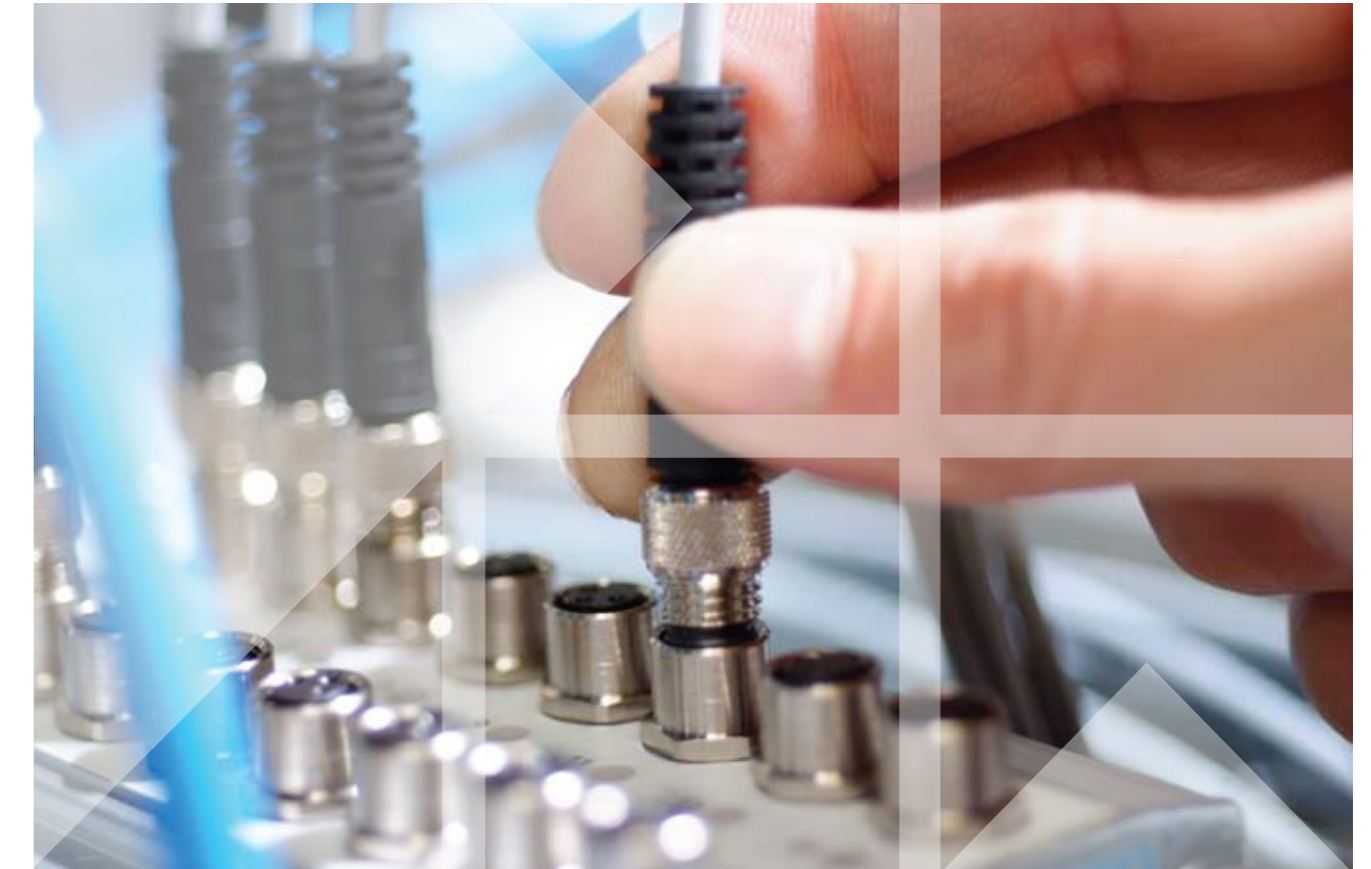
Maintenance Engineering

Our experienced maintenance engineers can help you to improve the maintainability and lengthen the equipment life span. Based on failure and wear analysis, advice is provided on the improvement of materials, design and maintenance procedures. To reduce your maintenance costs you can benefit from our best practice guidelines based on almost 50 years of knowledge of the industry.

Logistics & Parts

The supply of parts is an integral part of our service offer. This includes spare parts for your stock as well as the fast delivery of parts for maintenance and breakdowns. Pre-assembled units help you to reduce equipment down time. You can also use our stock pooling programme to minimise your capital expenditures.

UPGRADES AND MODIFICATIONS



Modifications

In today's ever changing business environment you will be faced with the need to extend or modify your system to meet new requirements, products or packaging. LCSi has, at your disposal, a lean and mean project organisation which can accommodate such needs effectively. Whether it is for increased capacity, new functionality or upgrade, we always aim to realize the works required with minimal disturbance to your ongoing production.

Repair and Overhaul

Over time it may be that the performance or operational cost of your equipment may no longer meet your needs. In this case you may be required to repair or overhaul the equipment. LCSi specialists can provide you with advice and support to improve performance or to lengthen the operational life span of your equipment.

Safety

Safety first. This is LCSi's basic rule when performing work for our customers and in the design of our equipment. Moreover for existing systems, our certified safety specialists can perform a safety audit for you. Changing safety standards may require you to update the system or procedures and new technology may help you to work more safely or improve ergonomics.