



Customer service

**Our customers
at the center.**

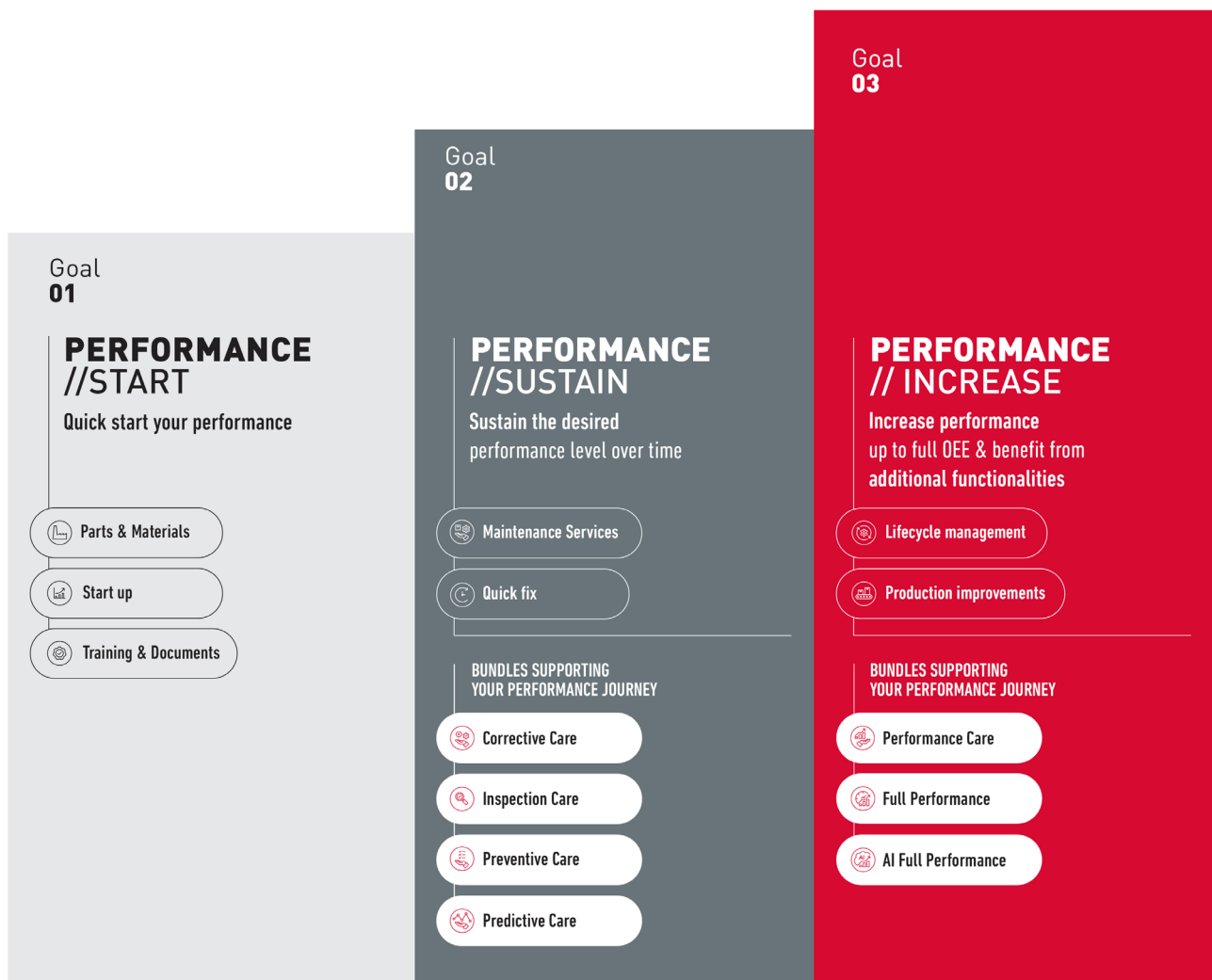
Continuous support. Global presence. Advanced services.

At Coesia, **Customer Service** means delivering **proactive, continuous support worldwide** - across the entire equipment lifecycle. We help you recover faster from downtime, maintain reliable efficiency, and improve performance over time. By combining expertise, digital tools, and a partnership mindset, we help **maximize OEE, reduce total cost of ownership, and deliver lasting value.**

Services that keep performance growing

Coesia Customer Service provides a comprehensive **portfolio of services and bundles** designed to help manufacturers achieve **evolving performance objectives**.

From recovering quickly after unexpected failures to maintaining stability and driving continuous improvement, our service solutions support the evolving needs of modern production environments. Each performance goal is enabled by a portfolio of services that can be selected individually or through bundles – optimized combinations of complementary services designed to efficiently address specific operational needs. All bundles can be tailored to specific challenges and adapted to different equipment, production environments, and performance objectives.



Seven bundles, one focus: performance

GOAL 1: PERFORMANCE START

A set of services to **quick start your performance** at the desired level.

GOAL 2: PERFORMANCE SUSTAIN

A set of services to reach, recover and maintain the **desired level of performance over time**. The following bundles combine complementary services designed to support the performance sustain goal:

- **Corrective Care:** Fast support to quickly recover from unexpected failures
- **Inspection Care:** Structured diagnostics to assess equipment condition and restore nominal status, reducing the risk of further failures
- **Preventive Care:** Planned maintenance to maintain nominal performance and minimize unexpected failures
- **Predictive Care:** Planned maintenance enhanced by early issue detection, to maintain nominal performance and grant higher protection from unexpected failures

GOAL 3: PERFORMANCE INCREASE

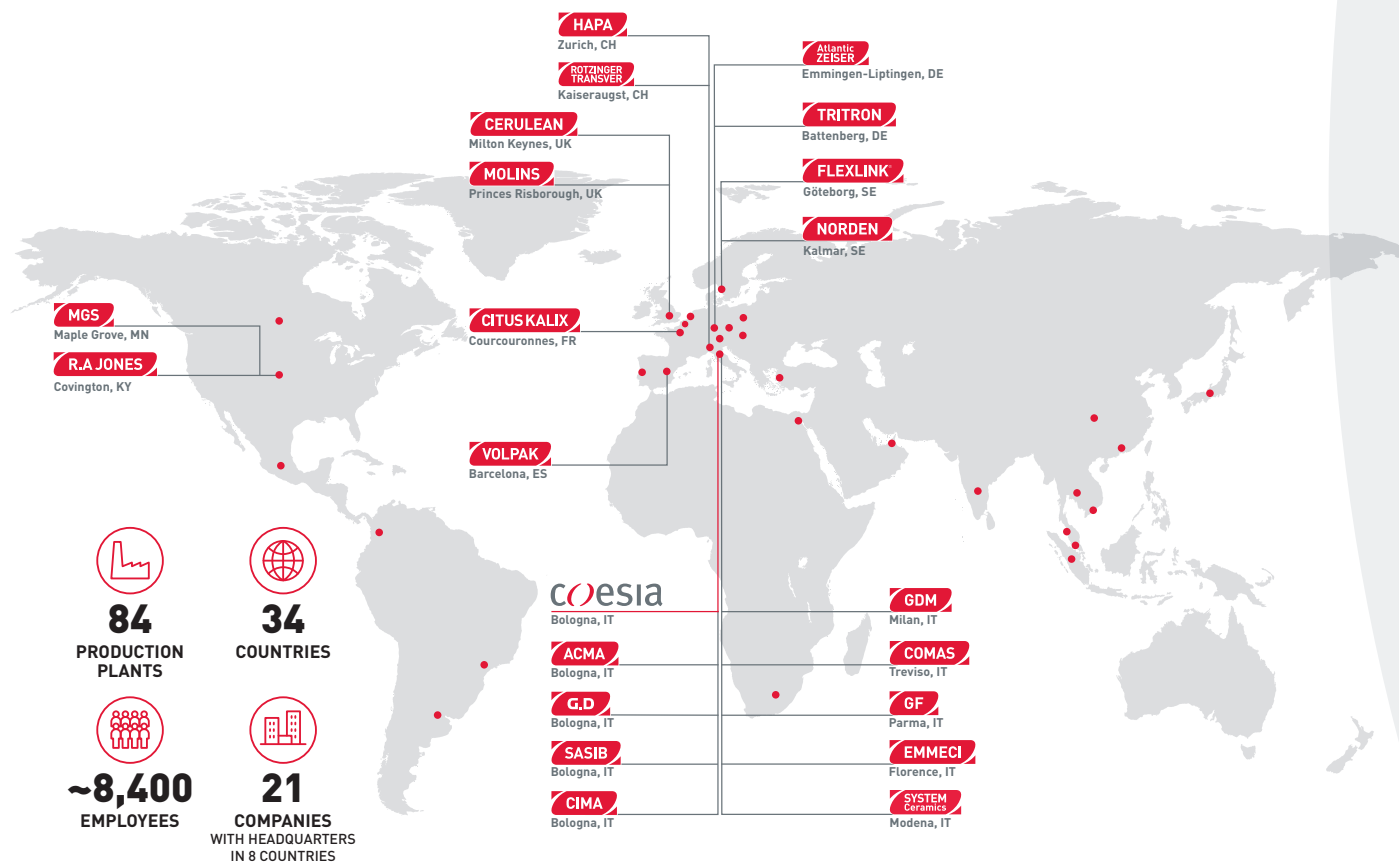
Service initiatives to **increase performance** up to full OEE and TCO optimization.

The following bundles combine complementary services designed to support the performance increase goal:

- **Performance Care:** Maintenance and production performance initiatives focused on reducing failures and optimizing the performance of selected equipment areas
- **Full Performance:** A collaborative partnership based on a comprehensive service and production approach to optimize OEE
- **AI Full Performance:** A collaborative partnership based on a comprehensive service and production approach - enabled by digital tools and AI - to optimize OEE and TCO



Coesia Group in the world



COESIA is a group of innovation-based industrial and packaging solutions companies operating globally, headquartered in Bologna, Italy.

Coesia's companies are leaders in the sectors of:

- **Advanced automated machinery**
- **Industrial process solutions**
- **High-performance transmissions**

Coesia's customers are leading players in a broad range of industries, including Aerospace, Ceramic Tiles, Consumer Goods, Electronics, Energy Storage Systems, Healthcare & Pharma, Luxury Goods, Next-generation and Conventional Nicotine Products, Racing & Automotive, and Semiconductors.

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