



Your partner anywhere, anytime

In the context of INTERMAT 2009, HAULOTTE Services is pleased to welcome you at booth E5 J002 (outdoor) to help you discover its latest developments.

In the rough economical period we all are facing, HAULOTTE Services more than ever supports its customers by offering tools and products that strongly benefit them.

- **SAVE TIME**

HAULOTTE Services has implemented a secured and customized website for an interactive customer relationship.

www.easy-spare-parts.com will help you manage your fleet from your computer, anywhere in the world, 24/24h.

In its first version, beginning 2009, this website allows a precise search on all the documentation related to your machines. Technical, operational, maintenance or spare parts data is given according to different menus, enabling you to find the required information through different ways.

This tool concentrates more than 60 000 references, 10 000 drawings, 2 000 online catalogues and displays this information in 10 languages.

This website also simplifies and accelerates your supplies processes allowing you to order parts online.

As the site grows, it will tend to get more functions such as e-learning, order tracking, etc.

- **TRUST IN A REACTIVE PARTNER**

Whether it is for parts, training, technical assistance or planned service maintenance, HAULOTTE Services is fully committed to help you in your daily operations.

Our call centres and on-the-ground network of technicians work together to react as quickly as possible to client demands.

The development of fleets of field technicians and repair workshops allows the growth of ever more client ***assistance activities***.

A technician is always ready near to your sites to come and help you. HAULOTTE Services team's skills and experience allow to quickly getting fine-tuned diagnostics and a rapid and effective repair.

- **OPTIMIZE MACHINE AVAILABILITY AND LIFETIME**

Underlining its keenness to ensure the operational readiness of its clients' machines, HAULOTTE Services strives to despatch requested ***genuine replacement components*** anywhere in the world within a minimal timeframe.

Maintenance contracts, warranty extensions, periodic inspections and full service simplify the technical management and increase the lifetime of equipment so that machines can be used with complete peace of mind.

- **WORK SAFE**

5 ***training programs*** and 47 modules are available, from entry through to expert levels, are given in all HAULOTTE subsidiaries.

HAULOTTE Services trainings provide all the keys for a maximum autonomy in the safer conditions and cover the entire knowledge base required for a HAULOTTE machine.