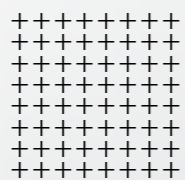


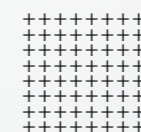
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## CUSTOMER SERVICE



TOMORROW'S SOLUTIONS TODAY

## CUSTOMER SERVICE



↑ SPARE PARTS & LOGISTICS

TOMORROW'S SOLUTIONS TODAY

Photos: Faiveley Transport - Christophe Recoura - T.Bartsch - sxc.hu

OTCF

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Faiveley Transport

# CUSTOMER SERVICE

EXPERIENCE

### Wherever you are, this WORLDWIDE NETWORK

ensures a rapid intervention,  
with a whole world of expertise  
focused on your specific  
situation.

The skills you need, when  
& where you need them.

Who better than Faiveley Transport to maintain your equipment?

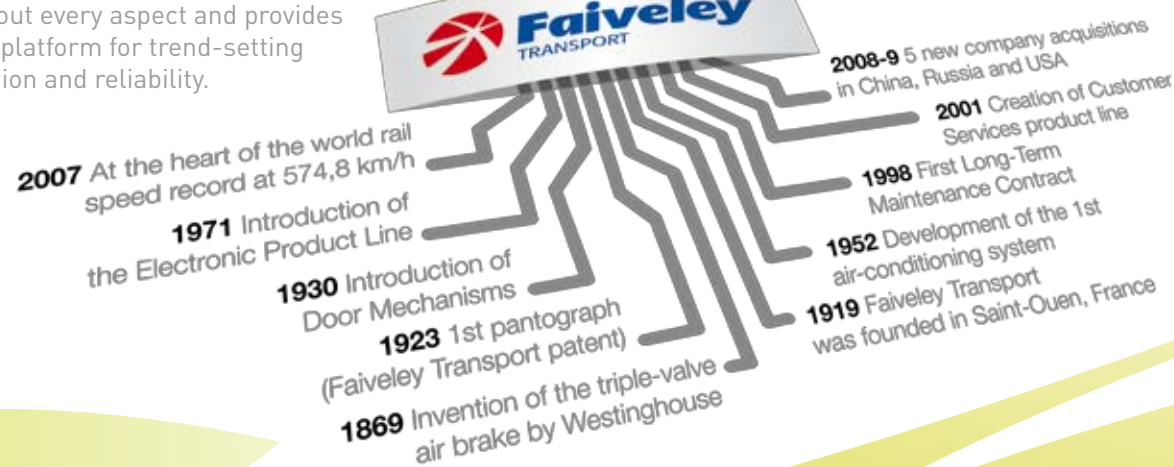
**“At Faiveley Transport  
continuous improvement  
and customer satisfaction  
are not aims, but an  
everyday reality...”**

### MORE THAN JUST A SUPPLIER

Faiveley Transport  
is a **hands-on,  
long-term partner**  
for installation,  
commissioning and  
long-term maintenance  
contracts with clear,  
inclusive guarantees.

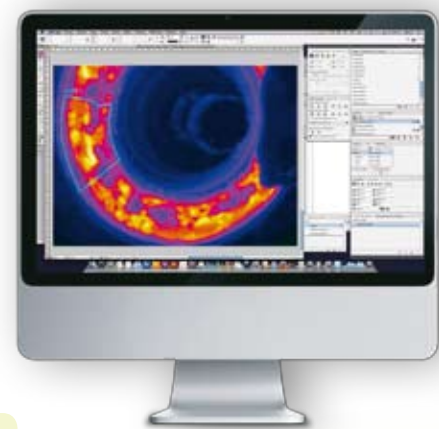
### • THE ROOTS OF OUR EXPERTISE

go back to the beginnings of the  
Railway Industry. Faiveley Transport's long,  
wide and enviable experience covers  
just about every aspect and provides  
a solid platform for trend-setting  
innovation and reliability.



Continuous feedback from customers & engineers in all fields and operating conditions across the globe translates into real progress.

Greater availability, longer intervals between maintenance & overhauls, decreasing labour costs & parts and – in all situations – a faster return to revenue service.



- Passenger Access Systems
- Spare parts & logistic
- Electronics
- Brakes & Couplers
- Pantographs
- HVAC
- Friction Pairs

Faiveley Transport Customer Service

KEEPS YOUR EQUIPMENT

FIT FOR THE FUTURE

BOMBARDIER  
TRANSPORTATION



**FIVE STAR SERVICE**

★ **LOCAL PRESENCE - GLOBAL EXPERIENCE**

*ensures understanding of your local conditions & constraints and Faiveley Transport's world-wide logistics network (with an active presence on every continent) allows a quicker response & faster service. One local Faiveley Transport contact for easier, clearer communication.*

★ **STOCK MANAGEMENT & CONTROL**

*through fleet condition analysis & forecasting with the customer for planned maintenance. Critical parts identification allows customised spare parts availability programmes - helping you meet all your objectives.*

★ **FAIVELEY TRANSPORT, CUSTOMER SERVICE WITH COMMITMENT!**

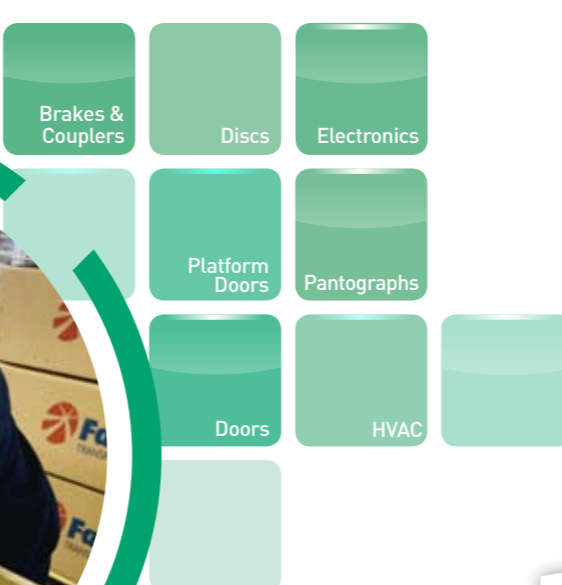
*Long term FRAME contracts with known prices & guaranteed delivery times give you simplified planning and optimised cost control. Now you know where you're going!*

★ **FAIVELEY TRANSPORT'S UNCOMPROMISED LONG-TERM AVAILABILITY**

*Long-term 30 years + supply agreements and obsolescence management solutions.*

★ **RIGOROUS QUALITY CONTROL STANDARDS**

*as you'd expect from a world leader.*



QUALITY  
COST  
DELIVERY  
SERVICE  
GUARANTEE

**MORE THAN JUST A SUPPLIER,  
FAIVELEY TRANSPORT,  
YOUR RUNNING PARTNER**

SOLUTIONS

# EXPERIENCE - TECHNOLOGY - COMMITMENT

Behind every reference is a story of flexibility and adaptability

Customised solutions

## ÖBB

Future planning is simplified when you know costs in advance. ÖBB were looking for fixed lead times and costs for its fleets. All parts, including HVAC, brakes parts, doors, CCTV & electronics were concerned. This would also allow ÖBB to reduce their inventory and so make savings.

ÖBB and Faiveley Transport agreed on a 4.5 years frame contract for the delivery of all Faiveley Transport spare parts.

The visibility of the business allowed Faiveley Transport to industrialise the production for ÖBB spare parts and lower the cost level for even more attractive sales prices. As parts from the frame contract can be ordered without prior quotation, both parties save administrative costs.

Availability, transparency & real economies - the hallmark of Faiveley Transport Customer Service.

Customised solutions

## DB

The availability of spare parts for corrective maintenance and short lead times for preventive maintenance are one of the biggest aims for DB. Lowering administration costs is an economic priority for everyone these days.

Building on over 40 years work together, Faiveley Transport and DB have signed frame contracts for all critical & necessary parts, thereby ensuring smooth operation of their fleets.

The transparency and lowered administration costs create economies that benefit all.

If you are looking for a reliable partner to simplify your spare parts and stock activity...



Customised solutions

## Eurostar

After a change of location of their main depot and warehouse, Eurostar had to find a new strategy for parts & storage. With a reduction of available space in the warehouse as well as the need for a significant decrease in their Inventory levels, they also had the target to achieve substantial cost savings. Of course this radical plan should not have any detrimental effects on the operation of the Eurostar trains and the availability of spare parts to maintain their fleet reliability targets. The references involved include Pantographs, Access Doors, Internal Doors and Bogie Brakes which are all safety critical components.

The Faiveley Transport team, working closely with Eurostar proposed a "Just in Time Agreement" to achieve the Eurostar stated objectives. Against a commitment in volume, Faiveley agreed to deliver all the necessary parts "on call" and in less than a one week lead time week. The visibility of the business allowed Faiveley Transport to manufacture in economical batches and to achieve cost savings to Eurostar. Faiveley Transport took over and traded also some references previously purchased directly by Eurostar.

The project has been running successfully for many years and has demonstrated its effectiveness and added value to Eurostar. It is recognised by both parties as a success and a step forward in terms of innovative logistic solutions in the railway industry.

Customer	Contract	Product
ÖBB Austria	4.5 years	<ul style="list-style-type: none"> <li>HVAC</li> <li>Discs</li> <li>Electronics</li> <li>Brakes</li> <li>Doors</li> </ul>
AAE Switzerland	5 years	<ul style="list-style-type: none"> <li>Freight brakes</li> </ul>
Queensland Rail Australia	2 years	<ul style="list-style-type: none"> <li>Brakes</li> </ul>
SNCF France	2 years	<ul style="list-style-type: none"> <li>Pantographs</li> <li>Brakes</li> </ul>
Unipart Rail UK	3 years	<ul style="list-style-type: none"> <li>Brakes</li> <li>Couplers</li> </ul>
DB Germany	2 years	<ul style="list-style-type: none"> <li>Discs</li> <li>Brakes</li> <li>Couplers</li> <li>Doors</li> <li>HVAC</li> <li>Electronics</li> </ul>
Mantena Norway	2 years	<ul style="list-style-type: none"> <li>Discs</li> <li>Brakes</li> <li>HVAC</li> <li>Doors</li> </ul>
MTRC Hong Kong	5 years	<ul style="list-style-type: none"> <li>Discs</li> <li>Pads</li> </ul>
DSB Denmark	2 years	<ul style="list-style-type: none"> <li>Discs</li> <li>Brakes</li> <li>HVAC</li> <li>Doors</li> </ul>
Eurostar UK	2 years	<ul style="list-style-type: none"> <li>Pantographs</li> <li>Doors</li> <li>Brakes</li> </ul>
RATP France	3 years	<ul style="list-style-type: none"> <li>Doors</li> <li>Brakes</li> <li>Sensors</li> </ul>
Bombardier Services UK	5 years	<ul style="list-style-type: none"> <li>Discs</li> </ul>

FAIVELEY TRANSPORT  
CUSTOMER SERVICE  
HELP YOU  
FACE THE  
FUTURE  
WITH CONFIDENCE

FOR THE LATEST INFO



SEE CLEARER  
WITH FAIVELEY  
TRANSPORT...