

Scotsman Ice

Implementing a consistent service and parts strategy as group member
of one of the largest and most diversified global leaders in the
foodservice equipment industry

The bottom of the slide features a decorative graphic of a pile of blue ice cubes. Overlaid on this is a dark blue semi-circular shape containing the Scotsman logo. The logo consists of the word "Scotsman" in a bold, white, sans-serif font, with a registered trademark symbol (®) to its upper right. Below "Scotsman" is the tagline "ICE THE WORLD DEMANDS" in a smaller, white, all-caps, sans-serif font.

Scotsman[®]
ICE THE WORLD DEMANDS

Food Equipment Industry

- Commercial Products
- Everywhere food is served
- Cooking / Food Prep and Storage / Beverage / Cleaning / Serving and Transport
- Cook Faster with high Food Quality

WE ARE

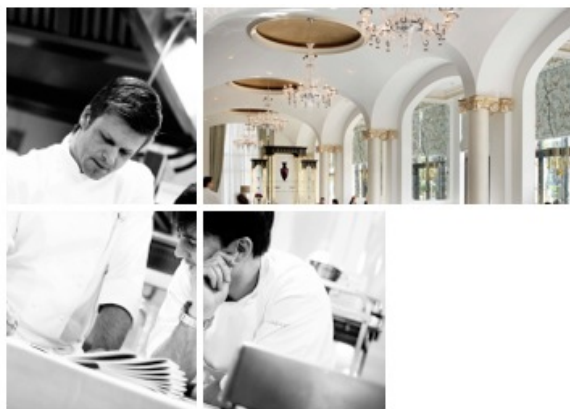
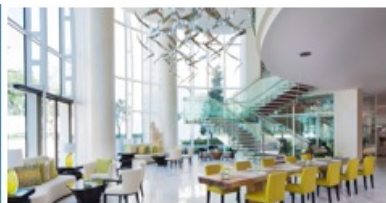
the world's largest and most diversified foodservice equipment manufacturer



Ali Group develops, manufactures, markets and services a broad line of equipment for commercial food cooking, preparation and processing

An Italian Corporation founded 54 years ago, our Group has an extensive portfolio of companies that offer the most complete range of innovative brands to meet your every need

The engineering heritage and the traditions of several of our companies date back more than 100 years and include some of the most respected brands in the industry



WE ARE
everywhere in the world

58 manufacturing sites

29 countries

over 10,000 dedicated, talented people worldwide

100+ countries that Ali Group services and distributes to

WE SUPPLY

77 brands to satisfy your every need



COOKING



BAKERY



MEAL DELIVERY, PREPARATION
& STORAGE SOLUTIONS



REFRIGERATION



WASHING & WASTE
MANAGEMENT



ICE CREAM
& BEVERAGE DISPENSE



ICE MAKERS



COFFEE MACHINES



CONTRACT,
DISTRIBUTION & SERVICE

ALPHATECH

Belshaw
Adamatic

Aladdin Temp-Rite

BEVERAGE-AIR

Champion

CARPIGIANI

BAR LINE
ICE - MACHINES

EGRO

ALI
GROUP
CHINA

Amana
Commercial
MENUMASTER

Bertrand
puma

AUREA

FRIGINOX
Caractère en cuisine

CMA

Callabriga

icematic

PROMAC
Espresso coffee machines

COMENDA

ambach

BONGARD

burlodge
TOGETHER AT HOME

friulinox
refrigeration excellence

COMENDA

COLDELITE

Ice-O-Matic
Ice. Pure and Simple

RANCILIO
safering the world

CONTRACT

baron

CFI

Eclund

hiber
the future of refrigeration

DIHR

Electro Freeze

Scotsman
ICE THE WORLD DEMANDS

clawson

eloma

ESMACH

METRO

Polaris
PROFESSIONAL REFRIGERATION

grandimpianti
intelligent laundry equipment

GBG

simag

GRANDIMPIANTI
ENGINEERING & CONTRACTING

Palco

MONQ

Stierlen

Tecnomac

HOONVED

ICETEAM Soft

simag

Krefft

LAINOX
DEVICE FOR COOKING

Pavaiier

temp-rite

VICTORY

KROMO
EXCELLENCE IN REFRIGERATION

MOYER
DIEBEL

metos

metos

MARENO
ENJOY YOUR KITCHEN

metos

MOFFAT

oem

OLIS

weinnovate cooking

ROSINOX
Caractère en cuisine

SILKO
IDEAS. WELL DONE

williams

NORDIEN-SYSTEM

PROMAG

Gencotel

RENDISK

WASHTECH
STARLINE
PROFESSIONAL WASH SYSTEMS

Wexiödisk

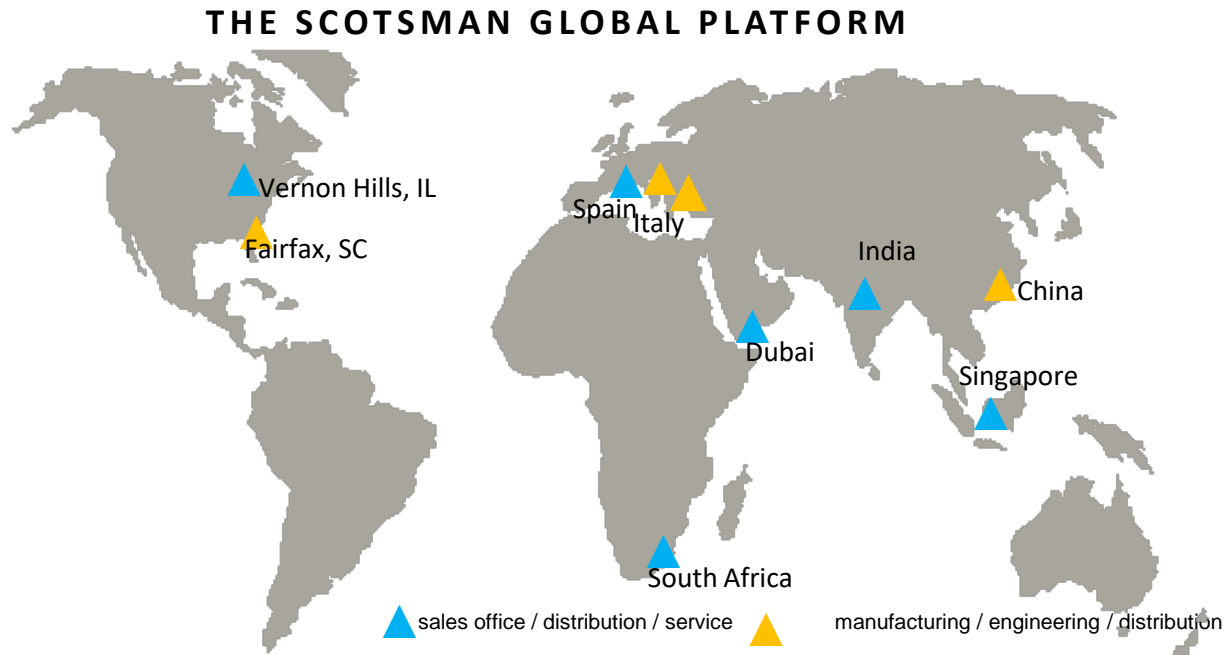
metos

metos
marine

MILLER 5
VANGUARD

SERVICELINE

Scotsman Global Coordination . . . Regional Infrastructure



- 11 sales and/or distribution centers
- over 1,000 distributors globally
- more than 10,000 trained service techs

- Regional manufacturing . . . Americas 1, EMEA 2 and Asia Pacific 1
- globally approved product made locally

Lead Time, Freight, Currency and Duty Advantages from Regional Coverage

Scotsman

- Ice Machines: Commercial and Residential
- Restaurants, Bars, Healthcare, Schools, Supermarkets / C Stores / Catering / Hotel / B&I...
- Global Accounts to small single unit operators
- Sales through Distribution
- Ice Forms
 - Cube, Flake, Nugget, Gourmet



Scotsman

- Sales through Distribution
- Resell to Dealers in Geographic Area
- Parts Consumers
 - Service Partners
 - Institutions
 - End users
- Historically Parts and Equipment Single Distributor

Service excellence



Parts

- ✓ Excellent parts availability (above 90%) and delivery time
- ✓ Strong inventory performance and tight control of obsolete parts
- ✓ Lean and cost effective warehouse footprint
- ✓ Consistent pricing and discount policy



Field service

- ✓ Top class customer support through certified service partners network and highly professional own engineers
- ✓ Customer centric processes
- ✓ Warranty cost containment and quality improvement feedback to operations and R&D



Growth/innovation

- ✓ Aftersales as profit centre
- ✓ Comprehensive commercial offer (parts, accessories, consumables, services, contracts)
- ✓ Boost parts sales at 10%+ of company sales
- ✓ Provide innovative solutions to improve customer productivity

Aftersales Financials

- ✓ P&L report in place, quarterly issue (AS report)
- ✓ Monthly issue of AS sales (parts and service) and warranty costs

Aftersales KPIs

- ✓ KPI are the operational driver for P&L
- ✓ They encompass key operational processes: parts, service and sales
- ✓ They are actionable
- ✓ It is easy to understand if things go well or not
- ✓ The group set of KPIs has to be simple (not too many, not difficult to measure)
- ✓ They focus on service level and productivity

- **Parts**
 - Availability / Delivery / Turns ...
- **Service**
 - Response time / First time Fix / Processing
- **Commercial**
 - Parts to Equipment Ration / Parts to Warranty Ratio

Scotsman After Sales Development

- Focus Started in 2010 with Service Parts
- Objective to develop Parts Business Unit
- Cross-functional Team Developed

Data Analysis Provided Immediate Direction

- Best (and worst) customers and parts identified
- Margin opportunities
- Pricing, proprietary vs generic
- Operational Costs, Logistics
- Impact of Parts Business to Company Recognized

Scotsman Service

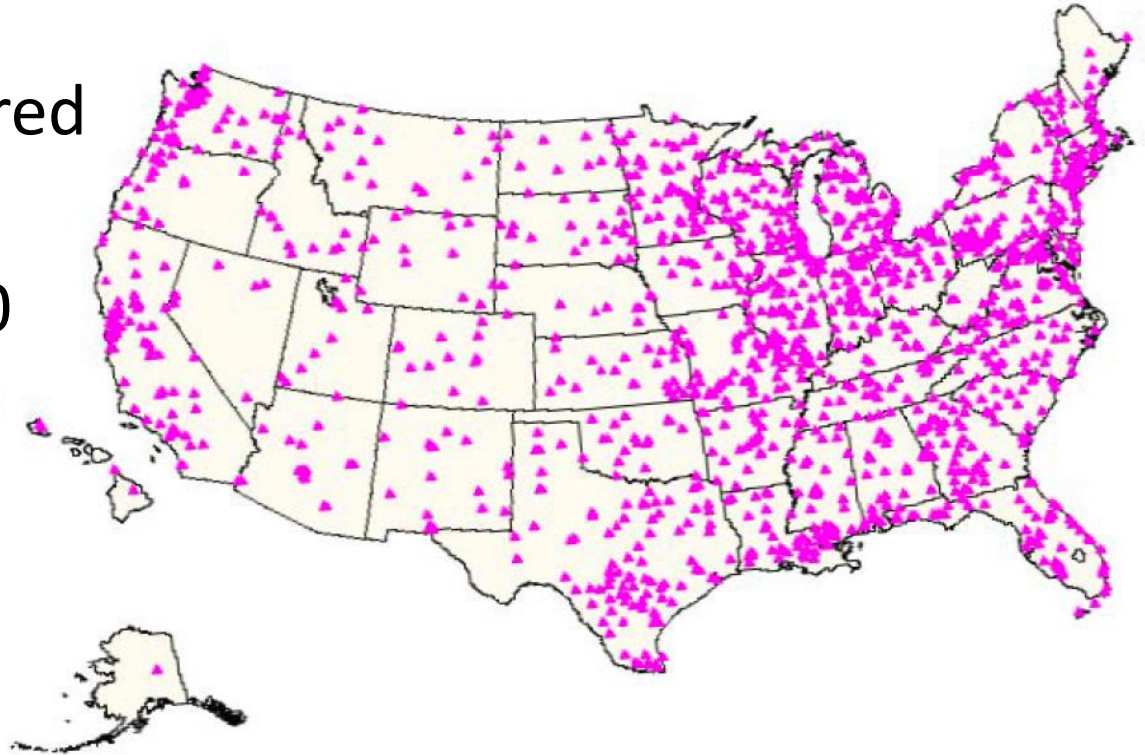
- 600,000 Unit Installed Base (estimate)
- Geographically spaced
- Average < 1.5 Units per Location
- Speed of Service Important



Direct Service Model not Practical

Service Partners

- Over 2,000 Listed in Network
- 500 Ice Care Preferred Partners
- Typical Less than 10 Service Techs per Company



Scotsman After Sales-Service

- Growing Segment
- National and Multi outlet Customers Seeking Service Solutions
- Scotsman provides using sub contract service

Customer Benefits

- Scotsman Trained Service Network
- Eliminates Contractual issue with Small Service Companies
- Relationships Provide best response times

Scotsman After Sales-Training

- 5,000 Techs Trained Annually
- Field / Web / Factory
- Face to Face and Hands-on

Trained Independent Service Techs

- Know and understand Equipment for faster repairs
- Parts Available and Tech Resources
- Provide Confidence to Customer
- Become Service Partners

Changing Market

- Internet changing parts distribution
- Customers negotiating parts pricing
- Service expectations greater

Scotsman must Evolve with Marketplace

Changing Service

- New Generation Service Techs
- Demand mobile tools
- Faster diagnosis
- Easier Repair

Provide Tools for Faster Service with Fewer Available Techs

68° 4G 82% 9:34 A

Scotsman[®]

Ice Systems

Warranty Verification Mobile

Equipment Serial Number:

Welcome to the Scotsman Ice System Warranty Registration site. Scotsman would like to thank you for your purchase.

Upon registering your ice making equipment, you will be ensuring that the Scotsman Ice Systems service network will be better prepared to meet all of your needs.

Product Information

Model Number:
EH222SL-1C (CUB MOD RL 800-1400LB)

Registered To:

Warranty Start Date:
12/22/2014

Parts Expiration Date:
12/21/2017

Labor Expiration Date:
12/21/2017

5 years parts and labor on evaporator :
12/21/2019

5 years parts on compressor:

68° 4G 81% 9:51 AM

5 years parts on condenser:
12/21/2019

Parts List:
[Click Here](#)

Service Manual:
[Click Here](#)

Cleaning/PM:
[Click Here](#)

Warranty Summary


Claim Information

Repair Date:
06/06/2016


Primary Part Number:
11-0621-21

Primary Part Description:
CONTROL BOARD ASM CUBER


While Scotsman believes the information shown on this web site is accurate, it is the responsibility of the service provider and/or distributor to verify the information with the end user to ensure it is correct.




PARTS LIST



TRAINING PROGRAMS

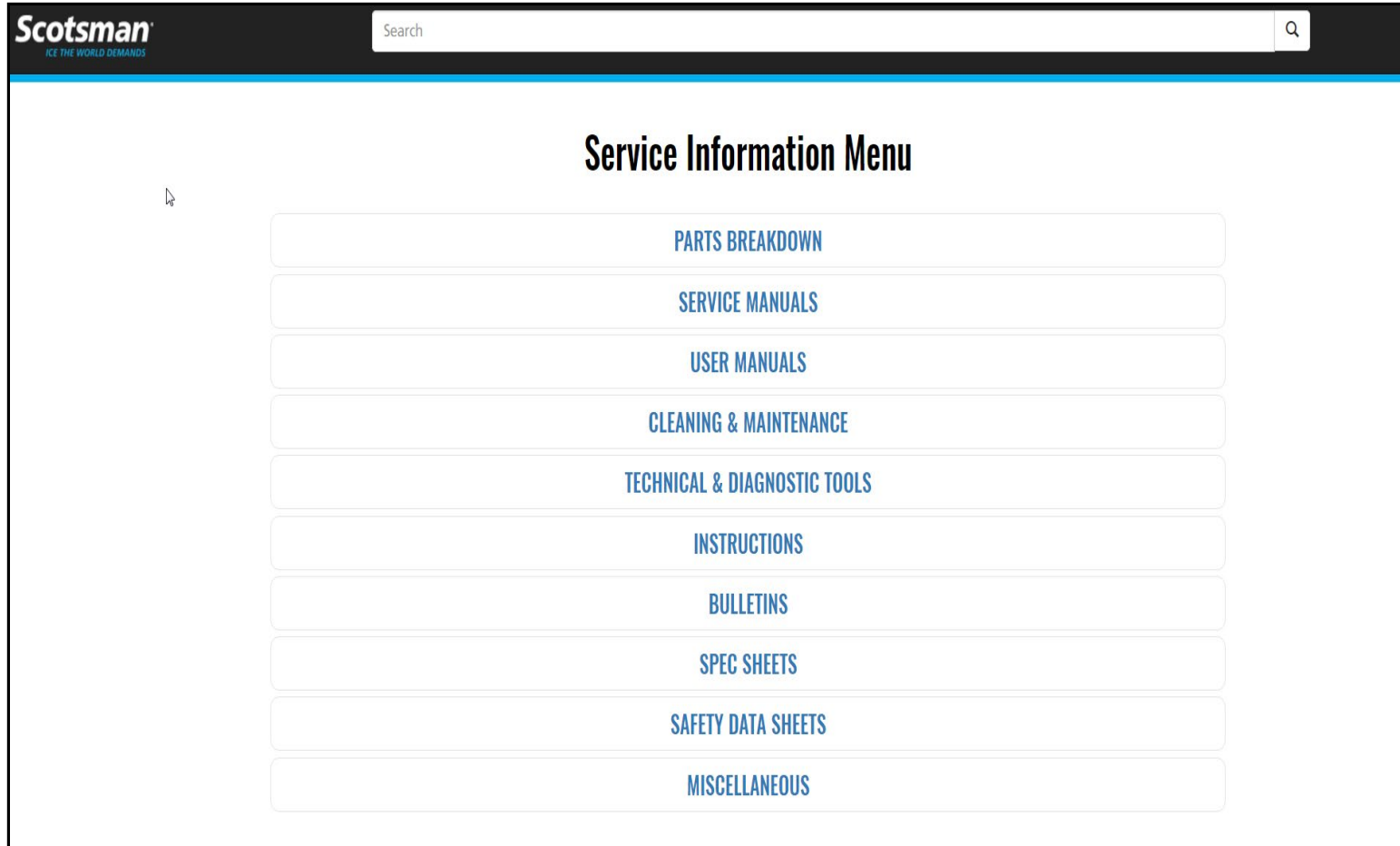


SERVICE BULLETINS



SERVICE LIBRARY

Scotsman Service Website



Scotsman After Sales Today

- Business Unit within Scotsman
 - P&L
 - Performance Metrics in Place
 - Customer Satisfaction
- Ali Focus
 - Reported
 - KPI

More Work to do!

- Continued Growth
- Expand Service Offerings
- Service Network and Partners
- Be ready in changing environment

Scotsman North America

The bottom of the slide features a decorative background of light blue ice cubes. A dark blue semi-circular shape is positioned at the bottom center, containing the Scotsman logo.

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