

Customer Service Leadership Global Award 2011 Recognised by Frost & Sullivan

This is the fourth year in a row that Castolin Eutectic has been conferred a prestigious Frost & Sullivan Award. Previous accolades include Market Growth Leadership Award (2009) and Customer Service Leadership Award (2008 and 2010).

Description of the Award

Castolin Eutectic offers an extensive product portfolio that encompasses high-quality welding equipment, consumables, brazing alloys, powders and equipment for coating. The company also offers a unique service in its own workshops called CastoLab® Services in which maintenance and repair needs are completely outsourced by its client. CastoLab® Services facilities in various countries are equipped with top quality testing equipment and engineers that support rapid on-site repairs and maintenance, resulting in minimal downtime. This, together with the company's wide range of welding and coating techniques, have enabled it to tackle repair programmes of any scale on-site or off-the-field and establish itself as a one-stop-shop in the market for welding repairs and maintenance.

Continuous R&D has enabled Castolin Eutectic to design exceptional alloys that can withstand the most aggressive environments and offer high resistance to any type of wear.

In addition, Castolin Eutectic has expertise in coating processes. Such comprehensive know-how has enabled the company to provide adaptive products and coating technologies suited to the requirements of diverse industries such as cement, steel, mining, glass, etc. Wear protection solutions for equipment in the waste & recycling industries signify the company's commitment to environmental sustainability, while an OilTec team caters exclusively to weld repairs and wear protection in the oil & gas industry.

Castolin Eutectic has a number of dedicated service teams that can be deployed for emergencies as well as regular repairs, and which save downtime in any production facility. The service units are fully equipped to deal with any kind of repair and are not constrained by equipment unavailability or process limitations.

The ability to customise products for various applications across a spectrum of end-user industries has underlined Castolin Eutectic's position as a reliable partner in repair or maintenance initiatives. The company recently launched a comprehensive database, called TeroLink®, that contains images, solutions and technical details related to nearly 8'000 applications.

Frost & Sullivan Awards

F&S, founded in 1961, has 31 global offices with more than 1700 industry consultants, market

research analysts, technology analysts and economists. F&S is world leader in growth consulting and the integrated areas of technology & market research, best practices, customer research and competitive intelligence.

Each year, Frost & Sullivan presents this award to a company that has demonstrated excellence in capturing market share within its industry through unique products. The award recognizes the fastest measured rate of change of market share within an industry.

Castolin Eutectic

With over 2,000 employees worldwide, representation in all major markets, manufacturing in 5 continents and 105 years of experience in improving industrial efficiency and conserving resources, Castolin Eutectic is setting the standards for customer service, technology and superior quality.

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