

2008 Frost & Sullivan Award for

Customer Service Leadership

Winning
Recipient is:

Castolin Eutectic



2008 European Repair & Maintenance Welding Consumables

Description of the Award

Presented to Castolin Eutectic in recognition of demonstrated excellence in customer service leadership within the European Repair & Maintenance Welding industry. Castolin Eutectic has shown rapid responsiveness to customer needs and has continually focused on improving industrial productivity and profitability goals. The F&S survey also showed Castolin Eutectic to be the market leader in this specific welding segment.

Castolin Eutectic has demonstrated flexibility in formulating its product range to increase the reliable service life of customer applications and have developed innovative customer care systems such as on-site-surveys, application wear analysis, TeroLink applications data bank and CastoLab services. These initiatives set incomparable standards for customer interaction, timely response, and attention to specific customer needs.

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.

Excellence Awards are given each year and candidate companies are selected strictly by F&S's analyst team following a rigorous measurement based methodology to select leading companies from the competitive field.

The Award will be presented before the international press and welding dignitaries on the 15th October in Glivice, Poland.

Frost & Sullivan Awards Marketing Research Procedures

The F&S analyst team first identified all the key players in the European Repair & Maintenance Welding Consumables industry and then monitored their customer service methods on an ongoing basis. Castolin Eutectic was finally selected based upon extensive research collected from leading market participants, secondary and technology sources and customer interviews.

With over 2,000 employees worldwide, representation in all major markets, manufacturing in 5 continents and 101 years of experience in improving industrial efficiency and conserving resources, Castolin Eutectic is setting the standards for customer service, technology and superior quality. Visit www.castolin.com