

# EHG Services.

EHG Classic, EHG Digital and  
outsourcing with EHG Complete.



**EHG** 

**STEEL.METAL**  
We deliver solutions.



Top-quality products are a factor for economic success – first-rate services are another.

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**Successful companies do not burden themselves with less important things. They concentrate on their core competencies.**

EHG offers steel and metal-processing companies many different ways to work together – from classic order handling through to a system partnership. Customers thus benefit from the advantages of time-saving administration as well as from demand-oriented processing and just-in-time logistics.

If outsourcing is also seen as an opportunity to optimise business processes, new opportunities arise for the further development of the company, in addition to the economic benefits.

EHG sees itself as a strategic partner creating value for its customers, helping them to become more efficient and achieve greater success.



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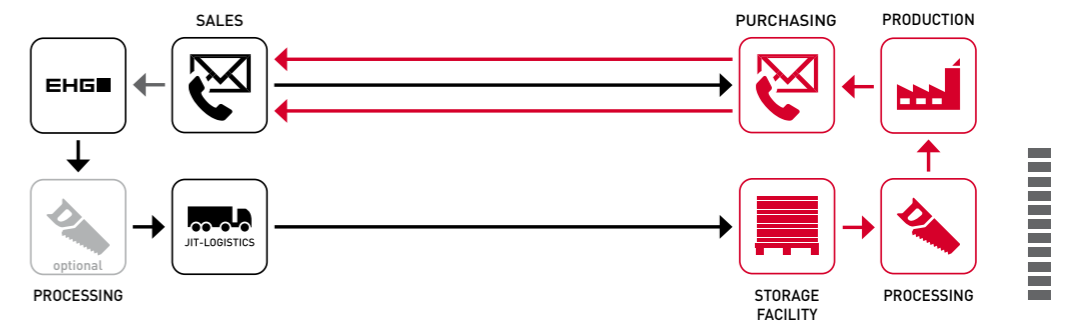


Our services reflect the requirements and wishes of our customers.

» EHG services at a glance

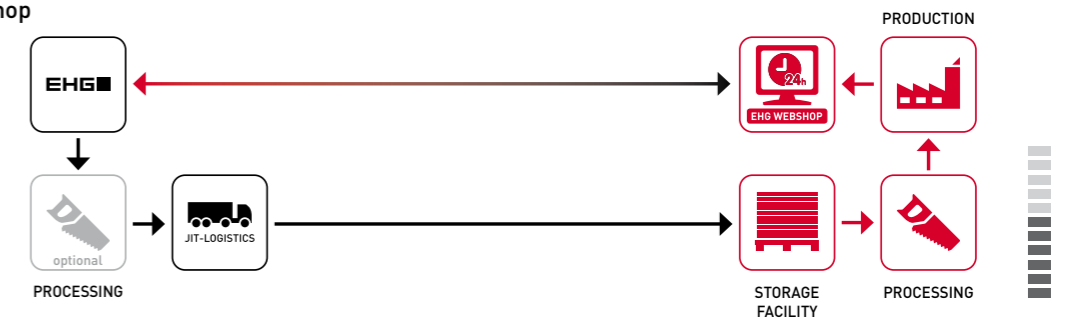
A comparison makes it clear: EHG services take the strain off customers.

EHG Classic



EHG Digital

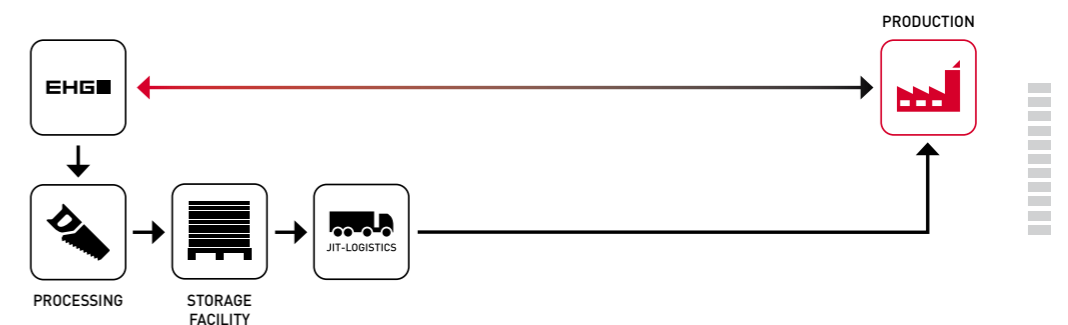
EHG Webshop



or: EHG EDI



EHG Complete



■ = high operational expense    □ = no operational expense



**You have been supplied!**  
**This is a pleasing message**  
**for steel and metal orders.**

## » EHG Classic

### Communication in the classic, tried-and-tested way: EHG Classic.

EHG Classic sets store by the classic, tried-and-tested way of handling orders: enquiry, offer, order, delivery, billing. The communication channels are also classic: telephone, fax and email. We handle the entire job following your order. Reliably and on time, as you have come to expect from EHG.

#### **We have a great deal in stock for you.**

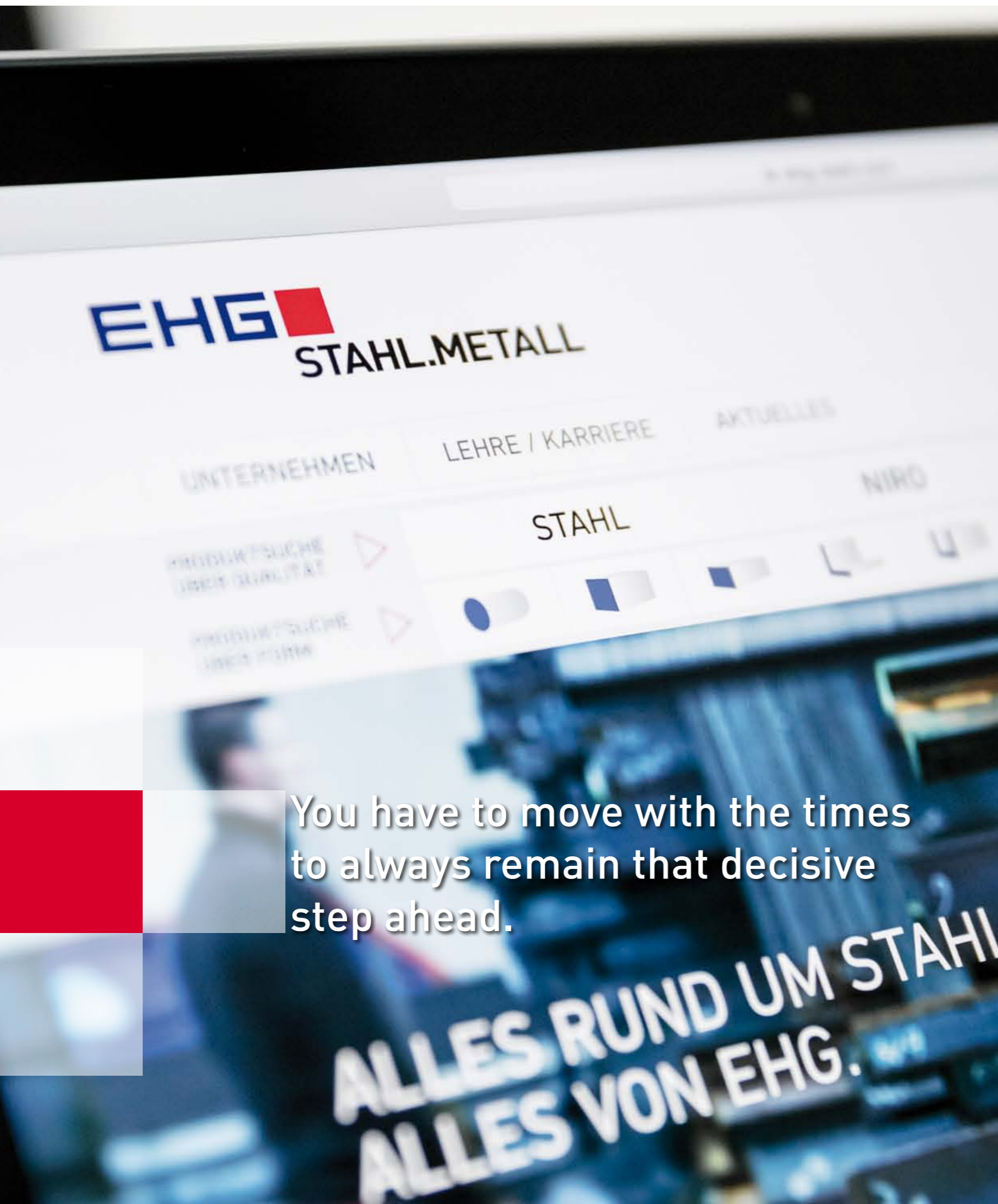
Our warehouse – the best-stocked in Central Europe, by the way – has over 45,000 tonnes with more than 15,000 different articles in over 150 quality grades ready for you. This huge storage volume guarantees you the greatest selection and highest delivery reliability. And thus guarantees that orders are fulfilled quickly, easily and on time.

If, however, you expect more convenience and speed, then you should familiarise yourself with EHG Digital.



#### **FEATURES OF EHG CLASSIC:**

- \_ Classic handling: Enquiry, offer, order, delivery, billing**
- \_ Direct and personal communication**
- \_ Reliable delivery**



You have to move with the times to always remain that decisive step ahead.

## » EHG webshop

### Communication online fosters independence: EHG webshop.

Contemporary digital world. Networked communication represents a considerable step up over classic communication. Digital media makes it possible to accelerate the process from enquiry to order, enabling it to be realised any place, any time.

#### Things are even faster and more direct online.

Those looking to further improve process efficiency rely on EHG Digital. Networked cooperation with EHG significantly cuts the amount of work needed by the customer, as offer and order processes run almost in real time. Even around the clock, if you so want.

#### Greater efficiency with the EHG webshop.

Harness the many advantages of the EHG webshop. You immediately have an overview of 15,000 articles and more than 140 different grades. Being able to search for items quickly and easily 24 hours a day, seven days a week, increases flexibility. In doing so, you have access to all information about availability,

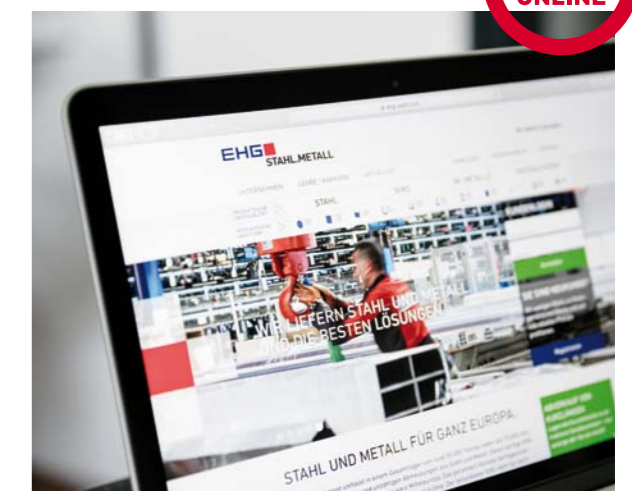
#### FEATURES OF EHG WEBSHOP:

- \_Quick and comprehensive online calculation 24 hours a day, seven days a week
- \_Individual, current material and processing prices for registered users
- \_Time-saving order administration
- \_E-billing
- \_Electronic test report archive

lengths, processing and delivery times. And: registered users calculate with individual, current material and processing prices.

#### Order directly and conveniently in the EHG webshop.

Do it nice and easily: order online with EHG. We deliver just-in-time in the real world. The advantages are obvious: You always have an overview as you can save frequently ordered items as favourites and the entire calculation as an offer. You also have access to our test report search / download. The choice of delivery dates guarantees you a timely delivery – this smooth supply chain is a key success factor for you.





Always take advantage of progress, that is what matters.

## » EHG EDI

### The complete digitalisation of your procurement processes: EHG EDI.

Networking for the procurement of goods and services is becoming an increasingly important success factor for entrepreneurial activities. Through the comprehensive digitalisation and standardisation of the procurement processes, the costs are reduced and at the same time the efficiency is increased.

**EDI. Greater efficiency through process digitalisation.** EHG EDI stands for innovative electronic data interchange (EDI=electronic data interchange). The EHG interfaces are independent from the ERP system of the customers – the data is exchanged optionally via EDIfact, XML, ASCII, I-Doc or other formats.

By digitalising the complete procurement process by means of a direct 1:1 data connection, a vision of many companies also takes shape: the paperless office in procurement.

#### FEATURES OF EHG EDI:

- \_Rationalisation and relief of operational purchasing
- \_Complete digitalisation eliminates paper processes
- \_Reduced lead times without any manual interruptions
- \_Automated data transfer avoids mistakes
- \_Additional services such as individual labelling

Companies become independent of cumbersome and time-consuming paper processes as these are completely eliminated.

The 100% digital processing covers everything: Transfer of order, order confirmation, delivery note and invoice in data record form. In addition to a rationalisation of procurement activities, digitalisation also reduces potential sources of mistakes, thereby ensuring smooth processes.





You have to be able to delegate if you would like to make gains.

## » EHG Complete

# Outsourcing takes the strain off of your operational structures: EHG Complete.

The situation is known. Internal storage and processing activities with fluctuating utilisation only result in a poor utilisation rate or bottlenecks in respect of personnel and machines. Similarly, a dedicated warehouse for raw materials, the residual stock storage and the unproductive surfaces for material handling and processing cost you a lot of money.

### **EHG Complete is your solution.**

The advantages of outsourcing with EHG Complete speak for themselves: Reducing expensive operating space with low productivity to a minimum literally creates space for value-creating activities in your production. Thanks to the 100% digital processing by means of a direct 1:1 data connection, paper processes are eliminated. In addition, you reduce your operational purchasing activity and can concentrate entirely on strategic tasks.

### **Top prices from the leasing systems supplier.**

EHG Complete also comes with a host of important advantages when it comes to prices. In this way, the contractual cooperation with the leading systems supplier always ensures optimal purchase prices. That means that: You always get the best price and are no longer subject to short-term price fluctuations. You will benefit from factory-side procurement conditions as can only be offered to you by a company like EHG.

You benefit in a number of ways from outsourcing with the EHG Complete service:

- \_Flexibility**
- \_Scheduling reliability**
- \_Increase in efficiency**
- \_Improvement in quality**
- \_Economic benefits**

### **EHG Complete – technical realisation**

Integration is entirely unproblematic given the many years of experience with EHG. The interfaces are independent from the ERP system of the customer. Data is exchanged via EDifact, XML, ASCII, I-Doc or other formats. And: Fail-safe data lines and mirrored central servers guarantee the highest degree of system security.

EHG Complete is synonymous with warehouse outsourcing and processing, combined with fully digitalised order processing. And it means an uncompromising, trustworthy and, at the same time, profitable partnership with the leading steel and metal service provider in Central Europe.

With EHG.



## »Another way of providing materials is no longer imaginable for us today.«

Karl-Heinz Zündel  
Head of Production of Doppelmayr

### Doppelmayr Seilbahnen GmbH, Wolfurt (AUT)

“The Doppelmayr/Garaventa Group is the global market leader in the ropeway sector. We demonstrate our technological and quality leadership every day anew. In doing so, we focus on our core competencies and are committed to an integrative partnership with our suppliers.

By integrating EHG Complete in 2000, we were able to outsource our complete stock of rod material and the related processing of our semi-finished products. Fully automatic material procurement is more economical, makes us more flexible and allows us to use the now-available areas for tasks that create more value.



Photo: Doppelmayr Seilbahnen GmbH

## » EHG Complete // Benefits

### Secure important benefits and the decisive competitive advantage.

Warehouse logistics, material supply and procurement, in particular, usually offer worthwhile optimisation potentials, which can be transformed into genuine revenue opportunities through outsourcing – ideally with EHG Complete.

#### Benefit 1: flexibility

If you do not have to maintain your own – and usually also expensive or unproductive – stock, the inventory risk is also eliminated.

- Only what is actually needed is ordered
- Leftover items in the warehouse are a thing of the past
- Former storage areas can be used productively

#### RESULT:

More space for the core business.

#### Benefit 2: Scheduling reliability

Insecure scheduling and dependency on the company's own order situation as well as the current market situation in the supply of materials are eliminated.

- Increased security of supply over the long term
- No supply bottlenecks thanks to the EHG warehouse and just-in-time delivery

#### RESULT:

Always an optimum supply of materials.

#### Benefit 3: Increase in efficiency

Using EHG Complete makes the entire procurement process more secure, economically viable and, ultimately, more efficient.

- Services provided by professional service partners with highly optimised structures
- Reduced lead times by avoiding manual administrative processes
- Savings as a result of fully digitalised order processing from order to billing

#### RESULT:

Smooth and error-free operational processes.







»Currently the most efficient way to procure materials – for the flexibility of tomorrow.«

Ralf Metzler  
Head of Mechanical Production, Schuler Pressen Weingarten

Photo: Schuler press line to manufacture body parts for the automotive industry

#### Schuler Pressen GmbH, Weingarten (GER)

“As a technology and world market leader in forming technology, Schuler offers presses, automation solutions, tools, process technology and service for the entire metalworking industry as well as automotive lightweight construction. Due to the complexity of our products and the diverse needs of our customers, we reached our limits in the supply of storage space for our raw materials in 2007. What started as warehouse optimisation has now become a comprehensive solution with EHG Complete.

The orders for EHG are generated by the system overnight, and one or two days later the material is available at our location. EHG has been a competent partner for fully automated material procurement as well as for special processing for many years.”

Photo: Schuler Pressen GmbH

## » EHG Complete // Benefits

### Improve your quality and economic efficiency.

#### Benefit 4: Improvement in quality

Those wanting to be successful must deliver high levels of quality on a consistent basis. EHG Complete helps you to be able to offer your customers the best in the areas of steel and metal time and again.

- Processing with state-of-the-art machinery
- Additional services such as individual labelling, quality assurance, report database and more
- Error avoidance through the automated transfer of data

#### RESULT:

Satisfied customers thanks to top EHG quality.

#### Benefit 5: Economic efficiency

Only companies in control of their costs will be able to achieve economic success on a sustainable basis. Investing in EHG Complete is also an investment in more economic efficiency.

- Zero investment for warehouses, cranes and processing machinery
- No own warehouse and no capital commitment
- Price benefits for procurement due to the pooling of amounts
- No hidden costs as a result of scrapping or value adjustments for leftover material
- Fixed costs become variable ones, transparent price structure
- Rationalisation of operational purchasing, digitalisation of manual administrative activities
- No financing costs for equipment and warehouse

#### RESULT:

Lower costs in many areas.



## What outsourcing with EHG Complete means for you.

### Reducing operating space with low productivity

- No own warehouse for raw materials, no leftover item storage, no space for material handling and processing.
- You use your expensive space for activities that create value.

### Reducing internal warehouse and processing activities with fluctuating utilisation

- Avoiding undercapacity or bottlenecks for personnel and machinery.
- You focus on your core processes with high value creation.

### Taking the strain off operational purchasing through the digitalisation of procurement processes

- Eliminating paper processes, 100% digital processing.
- You focus on strategic purchasing.

### Optimum purchase prices thanks to contractual collaboration with EHG as the leading systems supplier.

- Always the best prices and eliminating price fluctuations.
- You benefit from factory-side procurement conditions.

## Your benefits at a glance

### Benefit 1: Flexibility with the supply of materials

- Elimination of inventory risk, no own warehouse.
- You only order what you actually need.
- You no longer have any leftover items in stock.

### Benefit 2: Scheduling reliability with the supply of materials

- Permanently improved security of supply.
- No supply bottlenecks thanks to the EHG warehouse and just-in-time delivery.

### Benefit 3: Efficiency in the procurement process

- Services provided by a service partner with highly optimised structures.
- Reduced lead times by avoiding manual administrative processes.
- Savings as a result of fully digitalised order processing from order to billing.

### Benefit 4: Improvement in quality and in service

- Processing with state-of-the-art machinery.
- Additional services such as individual labelling, quality assurance, report database and more
- Error avoidance through the automated transfer of data.

### Benefit 5: Economic benefits for your company

- Divestment for warehouses, cranes and processing machinery.
- No own warehouse and no capital commitment.
- Price benefits for procurement due to the pooling of amounts.
- No hidden costs as a result of scrapping or value adjustments for leftover material.
- Fixed costs become variable ones, transparent price structure.
- Rationalisation of operational purchasing, digitalisation of manual administrative activities.
- No financing costs for equipment and warehouse.

## Everything you have always wanted to know about EHG but have never asked.

### EHG. Internationally recognised among successful customers.

As a full-range supplier of steel and metal, EHG is a sought-after partner for crafts, trade, commerce and industry. EHG customers value the high product quality and the comprehensive offering. Additionally, we inspire through consistent customer orientation, first-class services and competent consulting.

The EHG group employs over 360 people. With ten locations in Austria, Germany, Switzerland and Romania, we are always close to our customers, supplying Central and Eastern Europe in a reliable manner. You can be sure of that!

### EHG IN FIGURES:

- \_ Founded in 1963
- \_ Around 400 employees
- \_ 45,000 tonnes permanently in stock
- \_ 15,000 items permanently in stock
- \_ More than 150 different qualities
- \_ Approx. 50,000 m<sup>2</sup> floor space
- \_ Annual turnover of EUR 215 million
- \_ Approx. 6,000 customers
- \_ 600,000 order items per year
- \_ Delivering 600 tonnes every day
- \_ Three million cut lengths per annum
- \_ 35 own lorries
- \_ Ten locations in Germany, Austria, Switzerland and Romania

Would you like to learn more about us?

[www.ehg-steel.com](http://www.ehg-steel.com)

## **EHG.** **Strength as a group.**

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