

THE KLINGER®
COMPANY IN SPAIN



Since 1970, **SAIDI** is the reference company in **Fluid Control Equipment (Valves, Pipe & Fitting, Sealing technologies, Instrumentation)** in Spain. Our company is part of the **KLINGER®** Group of independent companies, a multinational group with more than a century of history and reputed tradition, being **worldwide No. 1 in static sealing** and operating in more than 35 countries.

Our business concept comprises both **Projects (Total valve management, Project Management)** and **MRO** (plant shutdown, Ex-stock, **B2B** capabilities) with a specific strategy by industry (Petrochemical & Refinery, Oil & Gas, Power, Chem & Pharma, Water & Desalination...)

KEY COMPANY
FIGURES

Saidi staff: **120 employees** (65% Sales and Marketing, 25% Operations and Quality, 10% Finance & IT).

KLINGER® Group employs around **2,000 people** with a global turnover of \$400 million throughout 35 operating companies worldwide (http://www.saidi.es/eng/Klinger_Group.htm).

MAJOR INDUSTRIAL
MARKETS

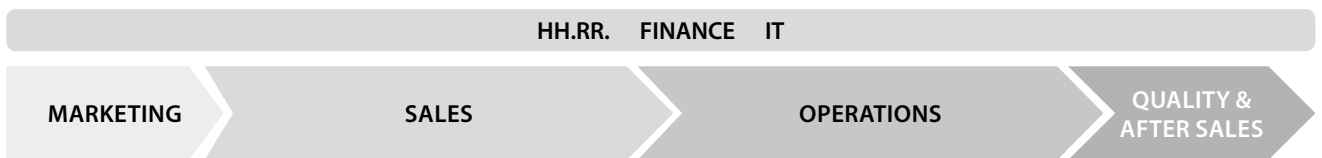
PETROCHEMICAL & REFINING • OIL AND GAS • CHEM & PHARMA • POWER GENERATION • SOLAR THERMAL POWER • WATER & WASTEWATER • DESALINATION • PULP & PAPER • MINING & CEMENT • METALS • MARINE • BIOFUELS & BIOMASS • FOOD & BEVERAGE • HVAC, DISTRICT HEATING & COOLING • O.E.M. • EPC

http://www.saidi.es/eng/Customers_by_industry.htm

KEY PROJECTS

http://www.saidi.es/eng/Project_profiles.htm

ORGANIZATION / VALUE CHAIN



SAIDI's value chain begins with our **Marketing** department examining markets and industries to detect customer needs. This invaluable information allows our **Product Management** team to search for the **best-in-class products** from qualified suppliers. This allows us to continuously keep our catalogue up to date to meet our industrial customer requirements.

Focusing on our two core business, MRO and Projects, our expert **Technical Staff** and **Key Account Management team** can support and help customers choose the best product to help to suit their technical needs. In line with our "close to the customer" philosophy, SAIDI's sales team is organized into a **Branch office network** and an **Export Department**. The Organization is supported by **Product Managers** and **Project Managers** taken from compe-

tance centres located within our Headquarters.

Our **Operations** Department is the paramount key to reaching the logistics service level required by industrial end-users. From a single product to a **turnkey project**, a fine tuned coordination of **Procurement follow-up, Stock Management, Import/Export procedures, Assemblies** and **Repair Operations** allow us to deliver the right product at the right time, just when the customer needs it.

As well as the delivery, SAIDI **Quality and After Sales** Department will go the extra mile by also adding on site assistance to solve any queries that may arise with the delivered products. To close the chain, our **Customer Complaint Resolution Process** ensures the continuous improvement of our business model.

BRANCHES

SPAIN: A Coruña • Barcelona • Bilbao • Gijón • Madrid • Murcia • Puertollano • Sevilla • Tarragona • Valencia • Valladolid • Zaragoza • **SAIDI INTERNATIONAL:** Maghreb, Middle East, Latinamerica

SERVICES

- SAIDI OUTSOURCING**
http://www.saidi.es/eng/Saidi_Outsourcing.htm
- SAIDI UNIVERSITY**
http://www.saidi.es/eng/Saidi_University.htm
- E-COMMERCE**
B2B capabilities
- PROJECT MANAGEMENT**
Web services
- SAIDI SERVICE CENTRE**
Valencia Logistic Centre

WEBSITE

www.saidi.es | www.klinger.es

