

We Safeguard Each Step  
on Your Path to Additive  
Manufacturing Success

**EOS Services**  
**Enable. Facilitate. Excel.**



"EOS Services provide quick answers and fast solutions to keep our machines up and running. We can always expect a reliable and professional service from a company that already understands that we are working in an industry that demands the highest quality."

*3D Material Technologies*



"The systems are in operation continuously, problem-free and to our complete satisfaction!"

*Global industry customer*

## A Global Service Network We Are There for You, Wherever You Need Us

More than ever before, volatile markets and growing customer requirements demand a high degree of flexibility, including in additive manufacturing. Stay on top of the competition and produce successfully with a reliable partner at your side. From the original conception of an idea to the ideal integration of additive manufacturing (AM) technology into your production environment - together, we will find the right solution for each and every one of your challenges. Discover the extensive range of EOS Services that we offer.

With six technology centers on three continents – Europe, North America and Asia/Pacific – our outstandingly qualified service employees will always be available at short notice. Our growing number of local service locations with their own spare parts depots guarantees that we will always be nearby.

*"Additive manufacturing is our passion, making our customers successful is our goal and this includes 360° customer service."  
Stefanie Völk, Service Strategy Manager at EOS*

*"With our comprehensive range of services, we stand for best-in-class service. Together with our consulting team Additive Minds and Technical Training Services, we give our customers a decisive competitive advantage."  
Werner Kaiser, Director Global Services & Güngör Kara Chief Digital Officer, Additive Minds*

● 6 Technical Centers on 3 continents

● 12 Local service sites

# The EOS Services Portfolio

## Enable. Facilitate. Excel. Your Safest Choice for Production Excellence



EOS Services are based on 30 years of experience in the industrial 3D printing sector. From the first contact with additive manufacturing technology to fully developed solutions during ongoing operations – with Additive Minds, Global Services and Technical Training Services, we cover all phases

on your way to AM success, a whole machine life long. With our flexible financial services, we provide fast and cost-efficient access to our systems.

We take care of your AM performance – so you can focus on your core business.

“We use EOS machines for the production of time-sensitive devices. The service we received from EOS in the beginning and throughout the years is the reason we invested so heavily in this specific brand of SLS machines. The service group is responsive and always works with production to minimize downtime when issues arise.”

*U.S. medical devices customer*



*The comprehensive range of Services & Consulting offered by EOS*

## Enable. Additive Minds

### Thinking Ahead with Know-how That Brings You to the Top

Organizations around the world are under increasing pressure to develop new and disruptive products faster and better than their competitors. Integrating additive manufacturing into your organization is often a challenge because the necessary expertise can be hard to find. This results in a potential investment risk.

The EOS Additive Minds portfolio, which consists of consulting, innovation centers and the Academy, offers a comprehensive range of products and services to prepare your way into additive manufacturing.

Minimize your investment risk and optimize your competitive edge.

Industrial 3D printing is on its way to serial, industrial production. The greatest challenges are: How can the investment risk be minimized? How can we achieve a competitive advantage?

We accelerate your transformation into the champion of additive manufacturing with added value.

#### Your Benefits:

- We make your people faster and better, turning them into the next industry champions
- Combat any lack of additive manufacturing competence in your existing organization
- Gain a competitive advantage through additive manufacturing
- Accept economic pressure as a challenge for faster innovation

→ You can find further information at [additive-minds.com](http://additive-minds.com) or contact us at [amc@eos.info](mailto:amc@eos.info).

"AM thinking is a radically new way of even 'imagining' solutions."

Güngör Kara,  
Chief Digital Officer, Additive Minds





## Facilitate. Global Services

### We Care for Your Peace of Mind – Safeguarding Your System Performance

How would you like to sleep well tonight? Safe in the knowledge that your investment in additive manufacturing technology is sustainably secured, that your systems are in optimum condition and that they are producing the best-quality parts on time!

Whether you are just beginning your additive manufacturing journey or whether it is already well underway – when it comes to the system reliability, efficiency and sustainability of your set-up, we have the right services for you.

As a strong partner at your side, we offer a unique, complementary

portfolio of global services and local support based on our deep business expertise. We ensure that your systems remain durably profitable and efficient throughout their entire lifecycle! We help you to fully exploit the tremendous potential of our fascinating technology while ensuring continuity and control of total cost of ownership.

We support you with system installation, qualification, maintenance, repair, spare parts logistics, as well as system upgrades, software updates and during relocations. Thanks to our scalable portfolio, we have flexible solutions at hand for your specific needs - from remote service packages to comprehensive premium service contracts.

#### Your Benefits:

- Sustainable investment protection and reliability planning
- Maximum system availability through competent maintenance and professional service
- Quality management
- Improved quality of finished products
- Optimum resource efficiency
- Our customer portal, as well as direct, competent telephone-based consulting
- Short response times, remote service for quick help
- "Sleeping well"

"Service from EOS has always been top notch. From getting back to me in a timely manner once I've left a message to scheduling service calls when the problem couldn't be resolved over the phone to answering any questions I might have – however silly they may seem – **EOS service has been nothing but an excellent experience in my opinion.**"

*API Atlantic Precision Inc.*

#### Global Services: Optimum System Status Leads to Maximum Uptime and Highest Quality

Highly skilled field service →	<b>Reliable Part Quality</b> The N° 1 customer purchasing criterion!
Proven support structures and processes →	
Continuously updated field service know-how →	<b>Proven Customer Satisfaction</b> Customer survey score Field Service: 5 out of 6!
Remote service for quick interventions →	
Sophisticated tools and measurement devices →	

## Excel. Technical Training Services

### We Support You in Optimally Utilizing Industrial 3D Printing Processes

Additive manufacturing is an innovative technology and calls for the very highest degree of skill. With our training program, you will benefit from 30 years of AM expertise. Whether you are just getting started or are already a skilled expert – we will support you in using our solutions optimally.

Our training portfolio caters to a wide range of users, such as system operators and data processing specialists. The key elements of the program include:

- Basic design rules
- Data preparation
- System operation
- Monitoring & quality management
- Regular system maintenance
- Security rules
- Materials management



The training components are closely linked to every element in the EOS Services portfolio, such as Additive Minds and Global Services. This way, we ensure that your requirements are always taken into account.

The EOS concept is based on a combination of theoretical and practical training units. For sustainable success, we offer web-based training

modules and autodidactic learning material to deepen and refresh your knowledge and skills. All of our trainers have several years of experience with EOS solutions and are familiar with the specific problems that you are facing.

You can choose the training location yourself – either on your own premises or at one of the EOS Technology Centers' training facilities.

Are you thinking about getting into additive manufacturing, but are you still in the start-up phase of your company? With our high-quality refurbished systems at attractive terms, you don't have to do without quality.

#### Your Benefits:

- Tested EOS quality also for used systems
- Quick access to EOS 3D printing technology
- Comprehensive service support, identical to that of a newly purchased system

Would you like to expand your production and scale qualified processes to other EOS systems? Our leasing and rental models allow you to rent or lease innovative EOS manufacturing systems so that you can maintain your liquidity and take advantage of tax benefits.

#### Your Benefits:

- Available for various countries
- State-of-the-art machinery with premium services
- Preserve of your liquidity
- Tax benefits
- Instant availability of EOS systems

Individual requirements call for individual solutions. We support the dynamic business development of our customers with individual financial solutions.

→ Contact us and we will find the optimum solution together

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