



FIELD SERVICE SOLUTIONS

Break away from resource restrictions.



engineering | systems integration | consulting

IS YOUR FIELD SERVICE TEAM AT YOUR SERVICE?

Do you have easy access to a responsive, well-trained field service force?

How long do you have to wait for a response to your service request?
Does your provider offer a mainstream connection for quick contact?

Can you spare the time to supervise a staff of service technicians?

Do they understand your industry, or do they need guidance as they work?
Can you rely on your service technicians to work unsupervised?

Do you have the right service technicians to perform maintenance?

Do the service personnel know what problems to look for?
Are the technicians trained to understand safety concerns and comply with regulations?

Can your staff facilitate smooth installations, startups and projects?

Are your integrations and upgrades virtually seamless?
Do unexpected events cause downtime or delays?

Do you have the right team to develop your maintenance program?

What is your system like now? Proactive? Reactive?
Are you using the most current technology?

ARE YOU WORKING WITH THE **RIGHT** PARTNER?

QUALIFIED RESOURCES THAT **WORK FOR YOU**

MAVERICK's service personnel work as an extension of your staff, assuming your business goals as our own. We understand your challenges, and work diligently to select and utilize the most qualified and cost-effective resources to fulfill your needs.

When selecting a field service personnel provider, you need to know that the job will be completed efficiently, safely and correctly. At MAVERICK, we ensure that all our service technicians receive the right training to understand all your compliance issues. We use safe work practices, and we leave your facility in safe, compliant working order. With a wide range of experience in multiple industries, our skilled workers are certified to achieve success in your specific business, in every application. Rely on us to implement the right solutions to keep your facility running safely and efficiently.

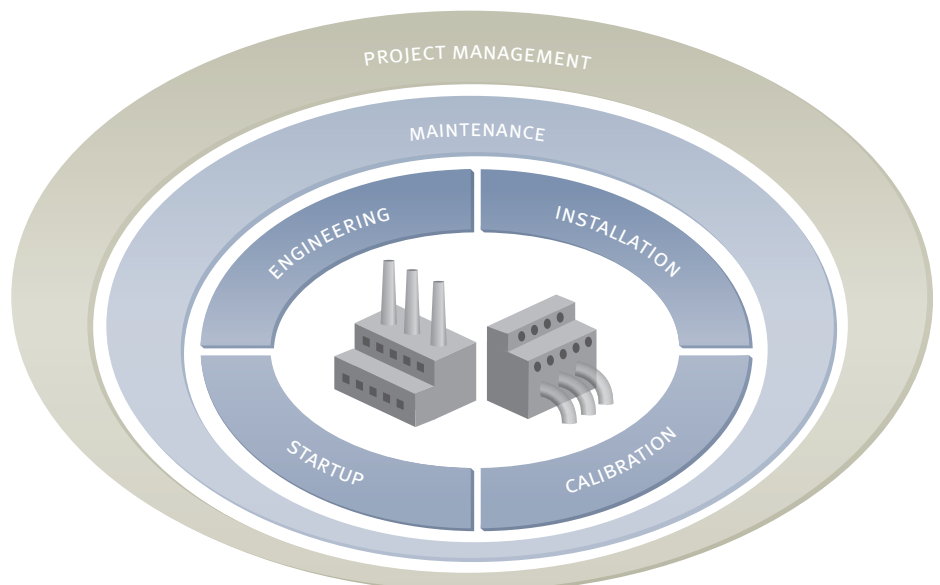
With all your regular responsibilities, you shouldn't have to also manage your outside personnel. But when your technicians come from MAVERICK, you can stay focused on your work.

We fully schedule and manage our technicians, checking progress daily to ensure that we complete your tasks on time and within budget. Our accurate needs assessment allows us to respond quickly to each service request, so we can complete work orders with the speed and dependability of an in-house service department.

When you partner with MAVERICK, we make recommendations with your profitability in mind. We help you select the service level that best fits your business, and then adjust the contract as your goals change — so you only pay for what you need. Plus, because of our extensive experience in systems integration, we always look for opportunities to streamline and optimize your processes for long-term, bottom-line impact.

Flexible, Complete Solutions

MAVERICK's field service personnel are ready to perform in a wide variety of capacities on your plant floor or process line. Whether you need to install new equipment, maintain existing equipment or even manage a long-term project, we can provide the personnel to help your business reach new levels of efficiency.



A COMPLETE SET OF FIELD SERVICE OFFERINGS



Technician Services

MAVERICK's technicians offer a variety of service skills, including electrical work, instrumentation management and craft labor. More than just a job shop, we incorporate long-range solution planning as an integral part of every service project to lower your lifecycle costs. Our offerings include:

- Installation
- System Commissioning — Checkout and Startup
- Instrument Calibration
- Construction
- Inspection
- Networks
- Resident Resources
- Turnarounds
- Disaster Recovery
- Validation Implementation



Engineering Services

With higher and broader offerings than other service providers, MAVERICK can engineer your business for optimal performance. We seamlessly implement equipment improvements and process enhancements that utilize best practices in discrete manufacturing, continuous processing and batch processing. Services include:

- Recipe Management
- Advanced Process Control (APC)
- Project Definition
- Control System Architecture
- Controls Assessment
- Controls Migration Planning
- Front-end Maintenance Engineering
- System Testing and Documentation
- Validation Services
- Operation and Maintenance Training



Maintenance Services

Whether you need intermittent or regular, long-term maintenance, MAVERICK's team responds with the required skills and tools. We respond quickly to your unplanned service issues, and we also work with you to develop preventive and predictive maintenance processes and programs to help your business run more reliably and at peak performance.

Select one of our three categories of maintenance services:

- | Routine Services | On-demand Retainer | Asset Management |
|---|-----------------------------|-------------------------|
| ■ Cleaning/Inspection | ■ Installation | ■ Diagnostics |
| ■ Control System Verification | ■ Calibration | ■ Optimization |
| ■ Computerized Maintenance Management System (CMMS) | ■ Resident Services | ■ Reliability Offerings |
| ■ Manufacturer-Recommended Services | ■ Demand Services | ■ Plan Execution |
| | ■ Installation and Checkout | |

THE MAVERICK DIFFERENCE



The Right Set of Resources for Your Specific Needs

Using our 6 Ds for sustainable success, our experts guide each project from concept to completion. We define your needs and then design, develop, deploy, direct and document the solution to ensure that we employ the right services to achieve your goals.

In the early stages of the process, we collaborate with you to develop a detailed scope, schedule and budget for your service requirements. Then we keep those parameters in check as we work, ensuring timely, cost-effective delivery of your completed services.

People Who Know How to Get the Job Done

Using our comprehensive Skills Database, we hand-pick engineers, designers and technicians who have real-life experience working in your industry and possess the talent required to fulfill your service contract. Extensive training and continuing education ensure that all our personnel are certified to use the latest technology, processes and software applications.

Regardless of industry or contract, all our service personnel work with safety and high-level efficiency as top priorities. We invest the time and money in training our technicians to ensure compliance and safety in the workplace. Whenever possible, our recommendations and efforts strive toward Six Sigma Quality and lean manufacturing — allowing us to provide the highest quality of service at the lowest possible cost.

Contracts That Fit

Flexible service levels allow you to choose the right offerings for your business. Select the responsiveness and service frequency you require, and adjust your contract as necessary to meet your business requirements.

One Phone Call Away: 24/7

For any service need at any time of day, you can reach a service representative through our toll-free call center. In the case of an emergency, we can immediately dispatch technicians to any location.

**Are you ready to break away from resource restrictions?
Visit MAVERICK online at www.mavtechglobal.com or call us
24 hours a day, 7 days a week at **1.866.MAV.GLBL (628.4525)**.**

SUCCESSES

After Hurricane Katrina, the disaster recovery effort seemed hopeless for many Gulf Coast industrial facilities. To help one large oil refinery, MAVERICK immediately dispatched a skilled service team. Because MAVERICK responded so quickly with the most qualified workers available, many other petroleum processors in the area also commissioned the group's assistance. For more than 12 months, MAVERICK performed evaluations, instrument calibration and control system validation to restore the region's oil industry.

With limited internal resources and a challenging schedule, a leading Fortune 100 company in the pulp and paper industry requested MAVERICK's help with a scheduled shutdown. Utilizing the 6 Ds approach, MAVERICK defined the scope of work during the shutdown, deployed capable experts and directed them to complete the project on time and on budget. The customer continues to use MAVERICK's field service team to assist with annual shutdowns.

When one global health care company lost the configuration data for its antiquated PLC module, its staff was unable to fix the problem. MAVERICK responded by immediately flying a qualified technician to the customer's facility. After just two days of work, the PLC was up and running again. This company continues to use MAVERICK's engineering and maintenance services for projects, including an upcoming facility expansion.

BREAK AWAY

THE GREATEST RISK MAY BE STANDING STILL

MAVERICK Technologies is a next-generation engineering, systems integration and operational consulting firm. We deliver innovative solutions for a wide range of manufacturing and process clients, leveraging our extensive network of skilled employees deployed from regional and international locations.

Our talented staff is dedicated to helping our clients break away from the business inefficiencies they face. We deliver profitability improvement — individually in plant automation, performance management and business systems, and holistically by integrating knowledge across the enterprise.



Visit www.mavtechglobal.com/locations for all of MAVERICK's domestic and international locations.



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