



Solutions for materials handling, logistics & distribution

SPECIAL SUPPLEMENT

IMHX Show Preview

July / August 2016



'DV250S-7: The 25 Tonne truck'

The Best of Both Worlds
'All your materials handling requirements from one source'

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Design Innovation Technology Manufacture Products Maintenance Fleet Management Customer Service



**Think Differently.
Think Doosan.**

Stand 11P61
IMHX™
2016
13 - 16 SEPTEMBER NEC BIRMINGHAM



Best of both worlds

Doosan at IMHX offers all your forklift requirements in one place: products, services, design, innovation, support and after-sales.

Doosan is the leading innovator of products and services that improve the quality of life for people and communities around the world. When it comes to business, Doosan don't just sell trucks, they provide the complete package, ensuring their customers are the priority. The IMHX exhibition in September is the perfect opportunity for you to come and experience this for yourselves.

Showcasing 16 trucks live on the stand, Doosan provides visitors with the chance to experience the latest forklift truck innovations first hand.

The Doosan difference

The Doosan stand will be themed upon customer focus, ensuring that the journey and experience with Doosan is 1st class right from the start. We provide visitors with the best of both worlds -all your business requirements from one source – Doosan: design, products, customer service, maintenance, innovation, FMS and after-sales.

The stand will be laid out in different zones, with staff members on hand to guide visitors around the stand, explaining the different stages and introducing customers to 'The Doosan Way'. This pathway allows visitors to interact with specific trucks dependent on their requirements and understand the latest product developments, leading onto a live Fleet Management System with an interactive display, followed by dedicated After-Sales area.

Fleet management system

Doosan has launched an online FMS website which allows customers 24/7 access. Each customer is provided with their own login details, enabling them to

have complete visibility of their equipment and its history; this new online system allows customers to log breakdowns on a 24/7 basis, monitor uptime and fleet utilisation, request and authorise quotes for repairs, as well as review accounts information. The major benefit here is that our customers can make informed decisions based on real time information, directly from a completely transparent system.

After-sales

High quality customer service is all part of 'The Doosan Way'. Doosan ensures that customers are looked after from start to finish.

Service is the most critical factor in keeping your business running. Doosan offers national coverage, at a level that is appropriate for your individual need. For large nationwide fleet users, Doosan has 150 mobile technicians to give prompt, efficient and reliable service. However, local and regional based businesses will take advantage of the best dealer-network in the UK, who have over 400 factory trained mobile engineers, right on your doorstep.

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Parts

Machine reliability and serviceability is taken very seriously at Doosan through a state-of-the-art Parts Distribution Centre based in Northampton. When you rent or purchase a Doosan forklift, you can be assured of outstanding levels of support. The Doosan parts system is one of the most sophisticated systems in the industry, utilising cloud technology all the way from engineer's tablets, to identify the correct parts required, through to being able to check stock availability globally. Next day delivery is standard and can be achieved even for orders placed at 4.30pm.

With Doosan, you will realise that it's not about the truck, it's about you, the customer.

These services will be demonstrated at IMHX, providing visitors with the ability to experience the benefits and interact with these systems directly themselves.

Doosan Industrial Vehicle is one of the world's leading manufacturers of forklift trucks. A complete product range of more than 200 models from the smallest hand pallet truck to the giant 25-tonne diesel trucks all offering maximum durability, reliability and ease of use.

Doosan's UK head office is based in Northampton and is supported by a nationwide network of approved dealers. It offers the lowest total ownership cost (TCO) of any lift truck brand (www.doosanforklifts.co.uk).

Doosan Industrial Vehicle is part of the \$21-billion global Doosan Group (www.doosan.com), a South Korean conglomerate established in 1896, over 120 years ago, with products and services ranging from consumer goods to power plants, engines and construction equipment, including the global-leading brand Bobcat.

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