



“Kalmar Complete Care is a comprehensive package of service support and provides us with total peace of mind. We rely on Kalmar’s expertise to ensure optimum machine productivity.”

ROELF BUIST,  
SCA MANAGING DIRECTOR ROTTERDAM

# SCA Rotterdam relies on Kalmar Complete Care

With business constantly growing, SCA Rotterdam needs to have both the right equipment and service solutions in place to maximise uptime. The answer is Kalmar Complete Care.

**Name** SCA Logistics B.V.  
**Location** Rotterdam, the Netherlands

**Kalmar fleet** Kalmar STS cranes



# Optimum machine productivity

Kalmar Complete Care meets SCA's needs with a comprehensive package of service support available from a single point of contact and a full understanding of SCA's priorities.

## The challenge

Opened in 1967, the Rotterdam Terminal of SCA Logistics B.V. is built to handle all types of cargo, from RoRo vessels, containers and open hatch to specialised vessels. It is centrally located in the port, and loading and unloading all types of vessels is fast and effective.

The port of Rotterdam has the highest number of container departures in Europe, and SCA's business is constantly growing, too. "Along with all types of forest products, our container handling throughput is increasing so it's vital we have both the right equipment and service solutions in place to maximise uptime," says **Roelf Buist**, SCA Managing Director Rotterdam.

## The solution

SCA Rotterdam decided to renew their three-year contract with Kalmar to provide complete service and maintenance support for two Kalmar ship-to-shore (STS) cranes. They opted for Kalmar's Complete Care package, which provides all labour and parts needed to deliver a complete maintenance programme for the two STS cranes.

The contract is tailored from Kalmar Complete Care technical services and availability management elements. It includes all maintenance-related tasks, from planning to execution, delivery of spare parts and 24/7 on call support.

## The results

Buist says Kalmar's service provision meets SCA's needs precisely. "Service is very much a people business and the engineering team at Kalmar regularly demonstrate that they fully understand our priorities. As we don't have our own technical service department we rely on Kalmar's expertise to ensure optimum machine productivity."

"Kalmar Complete Care is a comprehensive package of service support available from a single point of contact. We've trusted Kalmar service support for the last five years and it has worked exceptionally well."

## Contact

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Kalmar is the industry forerunner in terminal automation and in energy efficient container handling, with one in four container movements around the globe being handled by a Kalmar solution. Kalmar is part of Cargotec.

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