



World Class Tape Solutions

EUROPEAN TECHNICAL SERVICE CONTACT SHEET Issue 5 – October 2009

Network

Expertise

Global
Solutions

Technical
SUPPORT

Management:
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Delivering Value to Customers



Field Based Team




Responsibilities

Visit customers and prospects to assist in converting/protecting business.

Support our commercial team with technical audits and product trials.

Provide Technical support at key customers: training, product/application advice.

Also provide technical support for our sales and marketing teams.

TS Representative	Contact Details	Based in	Industrial area supported	European market supported	Languages Spoken
Harald BECKER	 t: 0041 718 445610 f: 0041 718 445690 m: 0041 765 760224 harald.becker@scapa.com	Rorschach	Germany Switzerland Eastern Europe	Printing & Graphics	German English French (basic)
Claude BROGUIERE	 t: 0033 475 44 80 09 f: 0033 475 44 80 53 m: 0033 6 73 99 46 51 claud.broguiere@scapa.com	Valence	NA	Cable Components & Cable Wrapping	French English
Marie DELAGARDE	 t: 0033 475 44 85 27 f: 0033 475 44 80 53 m: 0033 6 73 99 17 54 marie.delagarde@scapa.com	Valence	France Belgium Luxemburg	NA	French German English
Elise DELORET	 t: 0033 475 44 80 00 f: 0033 475 44 80 53 m: 0033 6 83 33 75 02 elise.deloret@scapa.com	Valence	NA	Medical	French English Spanish
Giuseppe MAFFE	 t: 0039 0161 867525 f: 0039 0161 860503 m: 0039 345 4738032 giuseppe.maffe@scapa.com	Ghislarengo	Italy Spain	Automotive	Italian English French (basic)
James SHIPP	 t: 0044(0)1582 474693 f: 0044(0)1582 471085 m: 0044(0) 7881582341 james.shipp@scapa.com	Dunstable	UK Ireland Netherlands Scandinavia	Alternative Energy	English

Network of Technical experts, knowledgeable of Scapa's *global tapes solutions* (EU, NA, Asia) and the *markets* we choose to serve, offering *technical support* to our sales force and our customers, acting with *passion, pace and accuracy*, with the aim to *create value* for Scapa and its markets





Site Based Team

Responsibilities

Application / specification / competitor testing (Technical Service Enquiry system).
First gate to answer customer care/sales using technicalservice@scapa.com.
Management of customer or market data bases such as IMDS and EU directives.
Management of customer approvals and independent certification for existing products
(for automotive PPAP, only testing part is managed).

Available to visit customers when required

TS Representative		Contact Details	Based in	Competencies	Languages Spoken
Sara BALZARETTI		t: 0039 0161 867480 f: 0039 0161 860503 m: 0039 3 356 147 427 sara.balzaretti@scapa.com	Ghislarengo	-Automotive IMDS -Regulations -Support testing for industrial businesses in Italy & Spain, Germany, UK	Italian English French Spanish (basic)
Pierre TISSOT		t: 0033 475 44 80 23 f: 0033 475 44 80 53 m: 0033 6 32 90 10 66 pierre.tissot@scapa.com	Valence	Support testing for automotive (especially harness market), cable components, french industrial business	French English

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