

# Knowledge Service Center

**Helpdesk +46 243 729 29 / [help@ssab.com](mailto:help@ssab.com) / [www.ssabdirect.com](http://www.ssabdirect.com)**

## TECHNICAL INFORMATION

Our vast knowledge bank is based on all of the technical facts, test results and analyses you will find on our web and in our manuals.

- **Product overview**
- **Data sheets**
- **Steelfacts**
- **Helpdesk**
- **Printed matters**
- **Manuals**
- **Courses and seminars**

## KNOWLEDGE/ADVICE

This is where you can establish personal contact with our specialists.

- **Tech Support**
- **Helpdesk**
- **Visits to customers**
- **Tailored training**

## COOPERATION

Close cooperation can create new and unique competitive benefits.

- **Development projects**
- **Customer projects**
- **Project cooperation**



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We offer the world's best high strength steels, but our customers can gain access to much more than that. What distinguishes us from other steelmakers is that we can also serve as speaking partner in development matters. By working on cooperation with customers and partners, we broaden our joint knowledge and our ability to apply this knowledge. Such development is always of benefit to our customers and improves their competitiveness, both by direct applications and in the longer term.

The SSAB Knowledge Service Center consists of specialists in materials, machining, working, design and styling. Customers, partners and our own employees can always turn to us - around the clock by phone, mail or e-mail. We can offer technical information, manuals, courses and personal, individual advice to guide you and your project forward.

## TECHNICAL INFORMATION

### ■ Product overview and data sheets

Our programme for advanced and high strength steels gives a clear overview of our four product groups - Domex, Docol, Dogal and Prelaq. Data sheets with detailed technical information and material properties are available for all of the products.

### ■ Steelfacts

This is where you will find the latest results of tests on our products - a database that covers strength, forming and joining, and that is directly accessible to you. The information is presented in graphs and tables, the values of which you can easily download and use in your own calculations, comparisons and presentations.

### ■ Helpdesk

If our web does not include an item of technical information you need, get in touch with our Helpdesk by e-mail or phone. This service is manned by our technical advisers on weekdays between 08.00 and 16.00 hours, and will provide you with quick answers to your questions.

### ■ Printed matters and manuals

Our manuals - the Sheet Steel Manual, the Sheet Steel Forming Manual and the Sheet Steel Joining Manual as well as other printed matters - contain documented information on our high strength steels. Jointly with Uddeholm Tooling, we have also produced the "Tooling solutions for high strength steel" manual. The manuals are also included in our course materials for the courses we offer on these subjects.

### ■ Courses and seminars

Our specialists at the Knowledge Service Center run a number of courses and seminars on design and manufacture of products made of our high strength steels. The course contents are presented at [www.ssabdirect.com](http://www.ssabdirect.com), where you can also enrol. The courses are often the entry point for more customized advice related to special development projects.



# ADVICE AND PERSONAL VISITS

You may realize that high strength steels would offer substantial benefits in the design of your products. But how would the change to a different material affect your production flow? Would changes in the production system be necessary? Some of your questions related to our products would best be answered by direct contact and a few personal visits to your plant. Our technical advisers can easily be reached and have the necessary experience, competence and specialist support.

## ■ Tech Support

Our customers are always welcome to draw on our technical support and advice. This may relate, for instance, to technical specifications, standards, mechanical properties, chemical composition, logistics, etc.

## ■ Helpdesk

Our Helpdesk offers the quickest way to obtaining assistance in concrete technical matters. The telephone service is manned on weekdays between 08.00 and 16.00 hours. You can also e-mail your questions to our Helpdesk.

Our customer service engineers have access to other experts to ensure that your questions will be answered quickly.

## ■ Visits to customers

Every situation has its unique needs and every technician has his own unique knowledge. We can usually provide the best assistance by your specialists and ours in a particular field meeting and reviewing the problems and the available solutions on site.

## ■ Tailored training

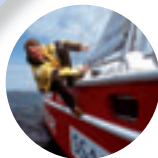
The Knowledge Service Center arranges a variety of courses and seminars on machining, working and design associated with our high strength steels. Some of these can be adapted directly to your specific requirements in a certain area. Information on courses is presented at [www.ssabdirect.com](http://www.ssabdirect.com). If you need an even more specialized course, we can tailor it to your specific needs. For further information, get in touch with our technical advisers or our training coordinator.



# COOPERATION

Every customer is unique and has in-depth knowledge of his own production, his products and his market. We too have around us specialists in various research areas. By various forms of cooperation, we keep our knowledge bank alive and up to date, and we are also willing to disseminate this knowledge.

Our project cooperation assignments usually begin as a customer-specific project that is gradually deepened and ends up as long-term, close cooperation between us and our customer and/or partner. Regardless of the cooperation form, it is self-evident to us that all parties must benefit by the cooperation. Our own development projects often take place in cooperation with international research centres and universities. Our customer-specific projects are aimed at developing the customer's products and creating new business opportunities.





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Developments tend increasingly towards closer cooperation between companies and their suppliers. Can sharing of knowledge lead to improved competitiveness of our customers? The answer is undoubtedly yes. Competitive benefits can be gained by developing unique knowledge together. The benefit to the customer and the end user increases both technically and commercially. In addition to developing his material expertise, the material supplier can also develop his knowledge of the design and production of products in various applications. The objective in our Knowledge Service Center is to serve as the customer's main speaking partner in the field of high strength steels.

## **Comprehensive approach**

Lower weight with unimpaired or higher strength is the most important competitive factor for products such as containers and cranes, which is why their manufacturers use advanced high strength steels. Growing demands on safety are a further good reason, such as for crash beams in cars. Good design of the structure serves as a basis for good performance of the product and efficient production, e.g. reduced weld volumes and simpler forming geometry. The design of the part and the production parameters for it must be matched to the properties of the advanced high strength steel. The material is finally selected on the basis of the overall picture comprising factors such as product improvements, efficiency improvements in the production flow, business benefits to the customer and usefulness to the end user. All of the effort we jointly devote to analysis and tests usually repays itself quickly - and definitely in the longer term too.

## **In-depth knowledge**

As a speaking partner, we at the Knowledge Service Center must be able to understand the customer's situation, have good knowledge of the application, know what demands are made by the end users and be able to assess the development trends in the segment. We must also be able to help the customer directly if acute problems should arise. We can gain this knowledge only by close, intimate cooperation with the customer, and with focus on customer benefit.

By consulting our technical advisers in the field of design, forming and joining, the customer's engineers can solve most of the problems. Our specialists are sometimes also brought into the picture. The results of development projects are quickly made available for practical use in new applications and for more efficient production systems.

Jan Kuoppa,  
Head of the Knowledge Service Center