



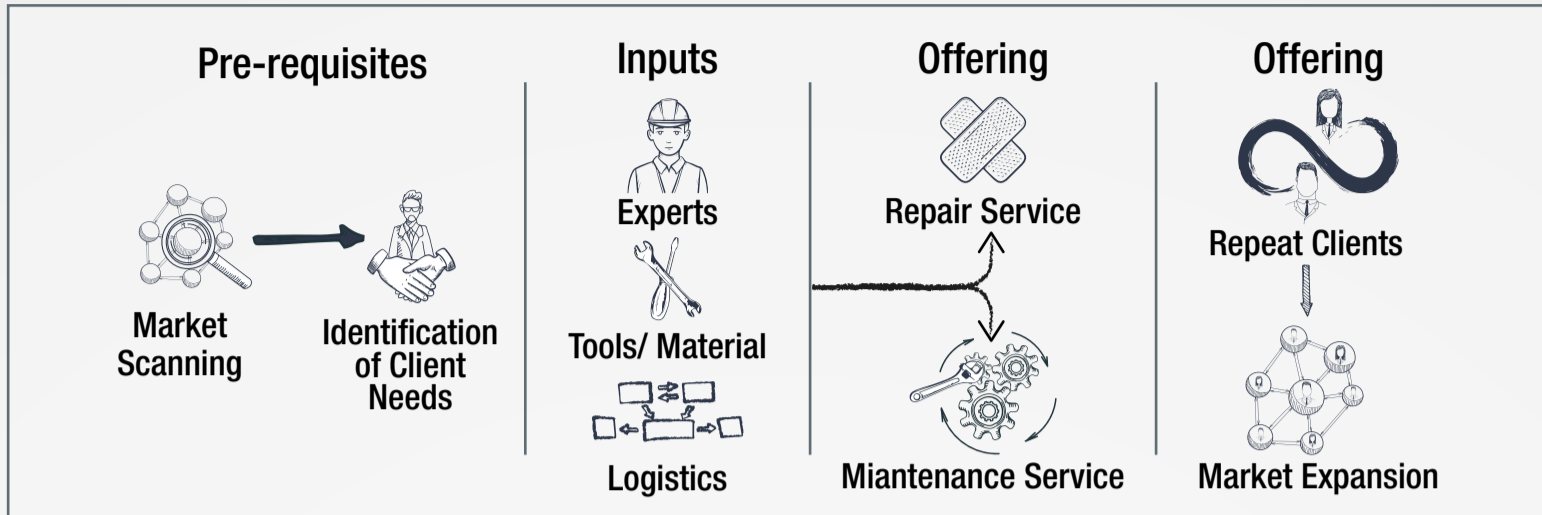
MAINTENANCE & REPAIR SERVICES BUSINESS MODEL



Shared Prosperity Dignified Life



VALUE CREATION PROCESS



HERE ARE FEW THINGS TO CONSIDER WHEN DEFINING YOUR MAINTENANCE AND REPAIR BUSINESS MODEL

OFFERING

- **Hard Maintenance, incl.:**
 - Equipment and machinery regular servicing (e.g. lubrication services)
 - Equipment/machinery upgrades, calibration, or certification
 - Building maintenance services (residential, commercial, etc.)
 - Sale of spare parts, oils and fluids, and other accessories
- **Soft maintenance, incl.:**
 - Software updates and debugging
 - Control systems optimization
 - Cleaning services to improve efficiency and serviceability
- **Others, incl.:**
 - Training of maintenance staff and managers
 - Production of maintenance and repair manuals and guidebooks
 - Maintenance and repair platforms (e.g. YouTube channels)

CUSTOMERS

- Individuals
- Households
- Businesses of all scales (commercial, industrial, tourism, etc.)
- Self-employed workers (farmers, artisans, drivers, etc.)
- Maintenance officers in establishments (government, private, etc.)
- NGOs
- Utilities, public agencies.

While customers vary a lot in terms of their maintenance and repair needs (type, frequency, complexity, scale), they mostly share the following characteristics:

- Their maintenance and repair needs are time critical
- Their daily lives/operations are heavily affected by lack of maintenance
- They value expertise and technical reputation
- They value excellent customer service and responsiveness
- They understand the importance of maintenance to sustain resources

OPERATIONS

- **Commonly required resources:**
 - Skilled technicians & engineers
 - Knowledge of equipment, machinery & software
 - Storage space for tools, material & spare
 - Logistics management system
 - Procurement & Inventory systems
 - Marketing skills & tools
 - Supplies, tools & material
 - Light and heavy means of transportation
- **Useful partnerships:**
 - Manufacturers of equipment & machinery
 - Contracting companies
 - Spare parts suppliers
 - Software developers
 - Technical labour associations
 - Governmental entities

FINANCIALS

- **Cost drivers:**
 - Maintenance and repair kits/tools
 - Spare parts stock
 - Vehicles and Fuel cost
 - Technicians/Engineers personnel cost
 - Customer service cost
 - Training, Research, and Development.
- **Potential revenues streams:**
 - On-demand repair services
 - Monthly/annual maintenance and repair plans
 - Fixed-cost long term contracts
 - Subcontracts to manufacturers & equipment suppliers
 - Commission-based revenue through 3rd party service providers
 - Sale of spare parts, oils and fluids and other accessories
 - Consulting and training fees
 - Sale of knowledge material such as maintenance guidebooks

KEY SUCCESS FACTORS



TECHNICAL KNOWLEDGE



SKILLED STAFF



LOGISTICS & SUPPLY CHAIN MANAGEMENT



TOOLS & MATERIALS



EXCEPTIONAL CUSTOMER SERVICE

APPLICABLE BUSINESS MODELS



IRRIGATION SYSTEMS



FARMING EQUIPMENT & MACHINERY



SOLAR DRYERS (ALL TYPES & SCALES)



RAINWATER HARVESTING SYSTEMS



ORGANIC FERTILIZERS EQUIPMENT (BINS, REVOLVERS, ETC.)



FOOD PROCESSING FACILITIES & MACHINERY



FOOD PACKAGING, PRESERVATION & STORAGE FACILITIES