



***LET'S GET
IN TECH***
n.01





Dear friend,

we are pleased to wish you and your family a peaceful and fruitful beginning of the year from the pages of this new magazine, which now sees the light of the day and that we expect to issue every six months, according to our audience's response.

For Intech Automazione, 2017 has been an extremely dynamic, rich and complex year. This year, we reached +15% in sales as an annual average; we have continued the growth trend started some years ago and we intend to exploit the momentum to continue expanding in 2018, consolidating our presence in established markets and continuing to penetrate the emerging markets.

The growth of 2017 has recorded solid rates and, sometimes, sudden changes in speed - these factors have made necessary the implementation of structural adjustments and the definition, for the future, of a more sustainable model that allows us to better face the changes in the work volumes and paces.

The expansion of the business, as well as the increased stakeholders' network in certain geographical areas led us to develop an outsourcing plan aimed at creating new subsidiaries, tailored for the target audiences: this year we launched Intech2, headquartered in Bulgaria, which is now fully operational and ready to proceed independently. And this is just the beginning. Intech 3 will be completed within 2018 in South-East Asia and much later the same year Intech4, is due to be completed as well. Located in the Arabian Peninsula, the fourth branch will be dedicated to the oil & gas sector.

In addition, at the beginning of the year, we made an adjustment in our offer and we entered into new market segments. New fields and products sectors we are learning to know and to manage effectively, thanks to the efforts of our team of buyer, committed and ready to learn "new languages".

During the year, we allocated financial resources aimed to enhance each department of the company and we invested in human resources. Our commercial team is getting more and more diverse and heterogeneous, and it recently gained new elements, especially focused on China, one of the most stimulating and fruitful markets we deal with.

Lastly, in 2017 we developed a greater awareness of our role and our responsibilities towards our people and society. That led us to the introduction of a new code of ethics, consistent with the industry standards, in order to be more and more a socially responsible company that complies with the most stringent requirements regulating business, nationally and internationally.

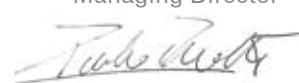
2018 promises to be interesting and challenging - we will be there!

Our warmest regards and a sincere wish for a happy 2018, from us and from all the people of Intech Automazione.

Giuseppe Ceresa
CEO



Paolo Pirola
Managing Director



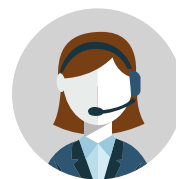
● OUR 2017 - *highlights*



Creation of Customer Care department

At the end of November, Intech established the new Customer care department, entirely dedicated to the handling of our stakeholders' claims, complaints and concerns.

"Ensuring customer support through dialogue and constant presence is the most effective way to understand each other's instances, improve the service provided, and guarantee the customers' satisfaction. Part of the job is to retrace the entire commercial process linked to a particular order to identify any anomaly - this allows us to identify in a clear way our strengths and possible areas of improvement, thus developing more effective procedures. We are also working in synergy with the marketing office to get useful insights and trends from the feedbacks we receive."



Customer Care Department

Revamping of Intech Store

Over the summer, we strengthened the offer and enhanced the functionalities of our online store aimed to optimize the handling of stocks and phased-out products, appointing a fully dedicated sales manager.

"We started working on improving users' experience on our web store. In September, we launched the first upgrade and soon will release a new version, even more user-friendly and consistent with the most popular e-commerce platforms, in order to furtherly ease the search and choice of products."

Intech Store is born with the idea of involving all our customers and suppliers by providing an effective trading platform for outdated and phased-out products - everyone is welcome to participate."



Matteo Artioli
Intech Store Manager





Warehouse enhancement

Along with Intech Store's revamping, the company has begun a structural upgrade - in terms of facilities, equipment and staff - of its warehouse, aimed at increasing convenience and functionality in handling and retention of the goods, whose volume continues to increase.

"Over the last few months, we have witnessed a significant increase in the volume of work, which has required an adaptation in the warehouse management. Now, with the staff reinforcement and new equipment for storage, we are ready to face the new challenges linked to an increased workflow. There's still a way to go, but we are on the right track."



Stefano Ardizzone
Logistic Manager



Birth of intech2

The Bulgarian subsidiary of Intech Automazione became officially operational at the beginning of March. Headquartered in Sofia and run by an international team of skilled professionals, Intech2 works on Eastern Europe's markets, mainly focusing on major end-users.

"During these first months we have increased our presence in promising and extremely dynamic markets such as Serbia, Romania and Greece, carrying on the reputation and the credibility Intech Automazione built up in the area over the years. Intech's family has expanded, and we're still at the beginning. After an initial start-up phase, during which the senior staff of Intech Automazione have led the new structure, pointing to the way forward, I am proud to say that now Intech2 is an autonomous entity, on the right path to gain a favorable position on the eastern European market."



Evelina Kavalova
Foreign Branches Coordinator

● OUR 2017 - *highlights*



Official presentation on Vietnamese market

Our Area Sales Manager Nguyen Hiep Anh introduced Intech Automazione's business to major Vietnamese institutional stakeholders during the Vietnam - Italy Trade Promotion Seminar held in Hanoi and Ho-Chi Minh City.

"The meetings I attended in the two major cities of my country gave me the chance to illustrate the approach, aspirations and mode of operating of Intech Automazione to an extremely interested and relevant audience. The keywords to win the trust of my countrymen are listening, principle, sincerity and flexibility - these features will lead us to go. The new Asian Tiger presents new interesting opportunities, we are ready to catch them!"



Hiep Anh Nguyen
Area Sales Manager Vietnam

Intech business spreads to 6 new sectors

At the beginning of February we expanded the range of the products we sell to 6 new product sectors: Robotics, Laboratory, Mechanics, Instrumentation, Energy and Tools, alongside the well-established categories of industrial automation products we already manage, i.e. Electronics, Hydraulics and Pneumatics.



"Expanding our offer to new product categories and product sectors represents the natural evolution of our business - it is an important step forward in fulfilling our vision, that of becoming a 360° industrial distributor, and allows us to effectively address our customers' evolving demand, more and more motley and oriented on new categories of tools, instruments and devices."

After these months, we can draw some conclusions and identify the areas in which we can be more competitive- such as the industrial power supply, laboratory equipment and products for the oil & gas sector - and those less promising or at risk of saturation, as for certain basic machine elements."



Federico Romagnolo
Assistant Buyer

● 2017 EVENTS WE ATTENDED

24-28 April

Hannover Messe (Germany)

24-25 May

IVS | Industrial Valves Summit, Bergamo (Italy)

21-24 June

Manufacturing Expo 2017, BITEC, Bangkok (Thailand)

06-09 September

Electric, Power and Renewable Energy Indonesia 2017, Jakarta (Indonesia)

31 October - 3 November

PTC Asia 2017 | Power Transmission and Control, Shanghai (China)

08-30 November

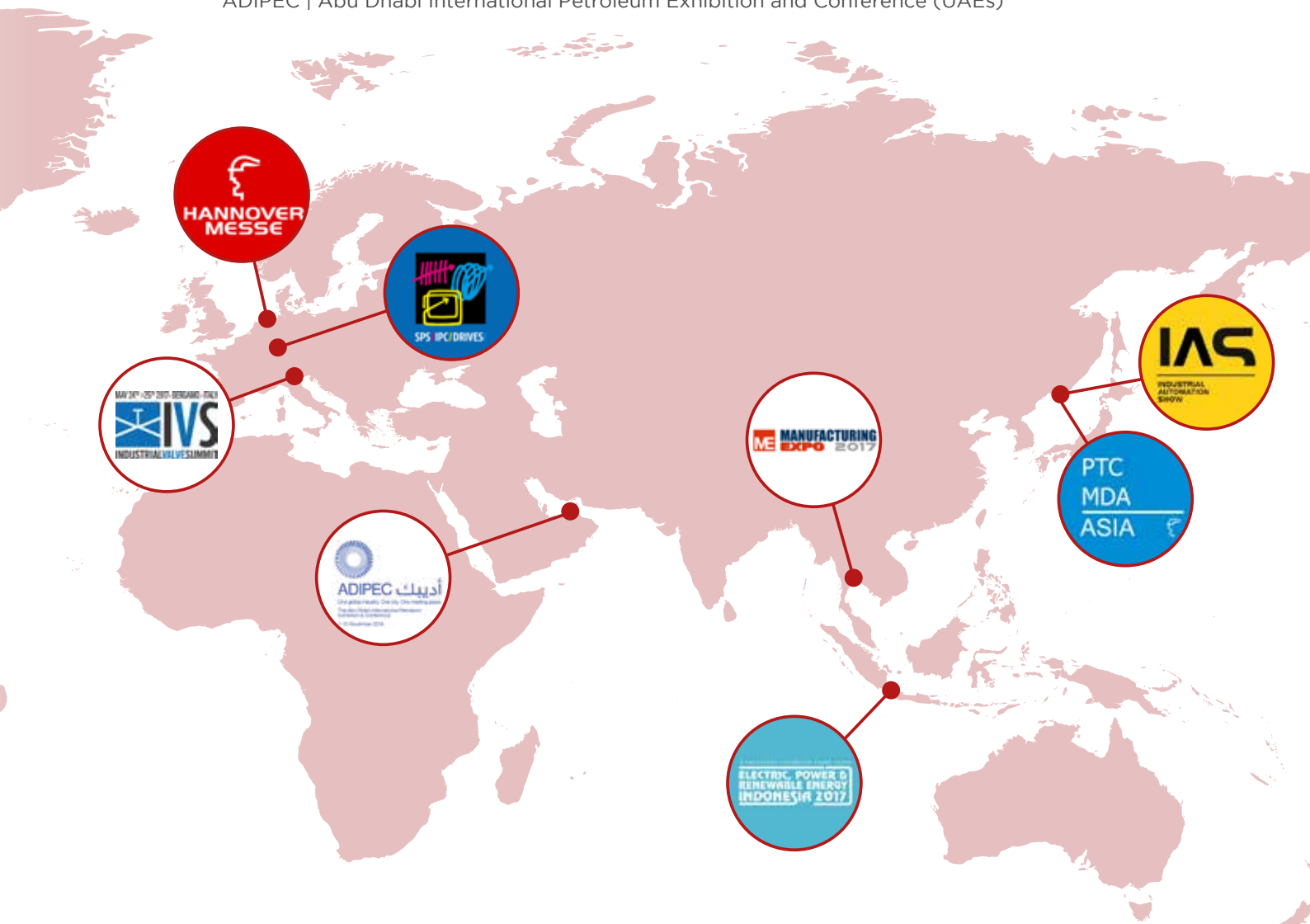
SPS IPC Drives, Nuremberg (Germany)

07-11 November

IAS 2017 | Industrial Automation Show, Shanghai (China)

13-16 November

ADIPEC | Abu Dhabi International Petroleum Exhibition and Conference (UAEs)



● 2017 IN THE WORLD OF INDUSTRY

JANUARY

- **ABB is building a terrific future, one BRIC at a time**

Between the end of 2016 and the beginning of 2017, ABB Group closed two major deals in two strategic emerging markets, Brazil and India, for the provision of interconnection services

- **Nidec/Emerson agreement India gives the go-ahead**

Nidec received the approval of the Competition Commission of India (CCI) - the highest Indian authority for monitoring competitive practices - for the acquisition of the motors, drives and electric power generation businesses of Emerson Electric.



FEBRUARY

- **Chauvin Arnoux launches a new line of environmental measurers**

The new product range includes six different models: one luxmeter, one thermo-anemometer, one thermo-hygrometer, and three different contact thermometers.

MARCH

- **New plant for Yaskawa**

The Japanese company announced the opening of a new factory, dedicated to the manufacturing of industrial robots, in Kočevje (Southern Slovenia)

- **E+H strengthens its liquid measurement portfolio**

Endress Hauser Group acquired SensAction, a manufacturer of systems for the measurement of liquids' concentration

- **Aventics expands the business in the electronics sector**

With the acquisition of Vector Horizon Technology, the leading manufacturer of pneumatic components extends its offer to include advanced mechatronics and engine emissions technologies.





APRIL

- **Mitsubishi Electric a giant leap in satellite market**

The Japanese Government chose Mitsubishi Electric as the prime contractor for the ETS9, expected to take off in 2021. The company announced the establishment of a new hi-tech plant focused on high-throughput satellites (HTS) in Kamakura.

- **Yaskawa keeps expanding**

The Japanese Group keeps pursuing its growth strategy through a series of new partnerships, investments and structural enhancements.

MAY

- **Important change in Duplomatic's corporate structure**

The majority share of Duplomatic Oleodinamica Group has been acquired by Private Equity Fund Alcedo sgr, which took it over from the previous owner, Progressio sgr.

- **Saft Batteries join the army**

The Australian Army chose the company's lithium-ion batteries for supplying military equipment and the most advanced devices used in critical situations.



JUNE

- **New robotic co-workers, by Yaskawa**

The company has launched the new collaborative robot MOTOMAN-HC10 onto the market. The robot doesn't need any safety fence, allowing a real collaboration with human workers, as well as the extension of its scope to other industrial sectors, such as automotive and consumer electronics. This evolution of the MOTOMAN industrial robots line marks a milestone for Yaskawa as well as the entire industrial sector. .



JULY

- **ABB - B&R acquisition completed**

The acquisition of B&R further strengthened the position of ABB, which extended its offer in areas where it was traditionally less competitive, in order to become a major hub for automation.



SEPTEMBER

- **Fanuc, new Logistics hub in the heart of Europe**

The Japanese company, specialized in manufacturing of robots, electric injection presses and machine tools, opened a new logistic center in Contern, Luxembourg, for the management of all the products to be distributed across the European region.

- **A night at the Opera with ABB and Andrea Bocelli**

Yumi, the two-arm robot developed by ABB has conducted the Lucca Philharmonic Orchestra, along with Italian tenor Andrea Bocelli, during the Charity Concert "A Breath of Hope: dallo Stradivario al Robot", showing how the potential of collaborative robots could go well beyond industrial applications.





OCTOBER

- **CETA enters into force**

The Comprehensive Economic and Trade Agreement stipulates that customs duties on imports into Canada of goods originating in the EU and vice versa be abolished.

NOVEMBER

- **Autumn's strategic M&As**

WIKA acquired the Italian company SAMI Instruments, a long-time supplier of needle valves and manifolds for instrumentation, thus improving its competitive positioning in the process industry and contractor business.

Mitsubishi Electric announced the acquisition of the Power Device Sales Business of US company Powerex. The acquisition will be completed within January 2018 and it is expected to enable the Japanese group to allocate resources and energies to support the American customers.

- **Rockwell acquisition – good try, but...**

Emerson confirmed its intention to acquire the Rockwell Automation stock option package, raising its bid for the acquisition to \$ 29 billion. The day after the bid (the third presented by Emerson) was formalized, Rockwell refused. The games are still open – there's the establishment of an industrial automation colossus at stake...





*Intech Automazione
wishes you and your family
a bright and happy 2018*