



fri-service

Company introduction

We know Retail. We take care of your stores. Responsibly.

Fri-Service Czech Introduction

- Fri-Service Czech designs, installs, services and supplies equipment for retail stores (refrigeration and freezing equipment)

Company profile

- Fri-Service Czech is a specialized company providing services to retail stores and chains in the field of refrigeration and other technologies for retail stores
- It is one of the largest providers of these services in the Czech Republic, services 700+ stores (supermarkets and hypermarkets), and since the beginning of its operation in the Czech Republic, it has carried out more than 390 successful installations of refrigeration technologies in these stores.
- Fri-Service Czech operates in the Czech Republic from its headquarters in Brno, and together with its branch in Prague has 75 employees



Vision of Fri-Service

Our vision is to build-up the company:

- **The Best Quality Retail Total Service Concept Provider** in the industry.
- With our „product/service“: **Integrated Retail Solutions**

Integrated Retail Solutions consists:

- Projects design and advisory
- Conceptual & Technology Planning
- Engineering, Equipment Installation & Projects Execution
- Service and maintenance of store equipment
- Distribution of store equipment
- Logistics services (related to equipment installations and servicing)
- Assistance & Advisory regarding local legal requirements



FSCZ Business Description

Divisions:

- **Projects and installations** - engineering, projects and installations of projects in the field of cooling and freezing technologies and equipment
- **Service** - servicing of cooling and freezing technologies and equipment, 24/7 service and helpdesk, and arrival at locations within 4 hours throughout the Czech Republic in the event of an outage and urgency
- **Equipment sales / logistics** - sale and distribution of cooling & other type of retail equipment and spare parts, including logistics, installation and servicing
- **2 locations, Prague, Brno**, 75 employees + 50 installation workers
- **Fri-Service SK** - Nové Zámky



Service portfolio and technologies & equipment

Specialized on all technologies and equipment type – our product is integrated retail service

Service offer overview

Projects and Installations



Cooling & Freezing Service



Equipment Sales



Examples of serviced technologies and equipment

CO2 / CO2 cascade / Glycol / Indirect / Daikin ...



Key customers



Royal Ahold, Netherlands



United Kingdom



Schwarz Group, Germany



United Kingdom



Rewe Group, Austria



Compass Group, United Kingdom



Makro – Metro Group, Germany



AmRest, KFC, Central and Eastern Europe



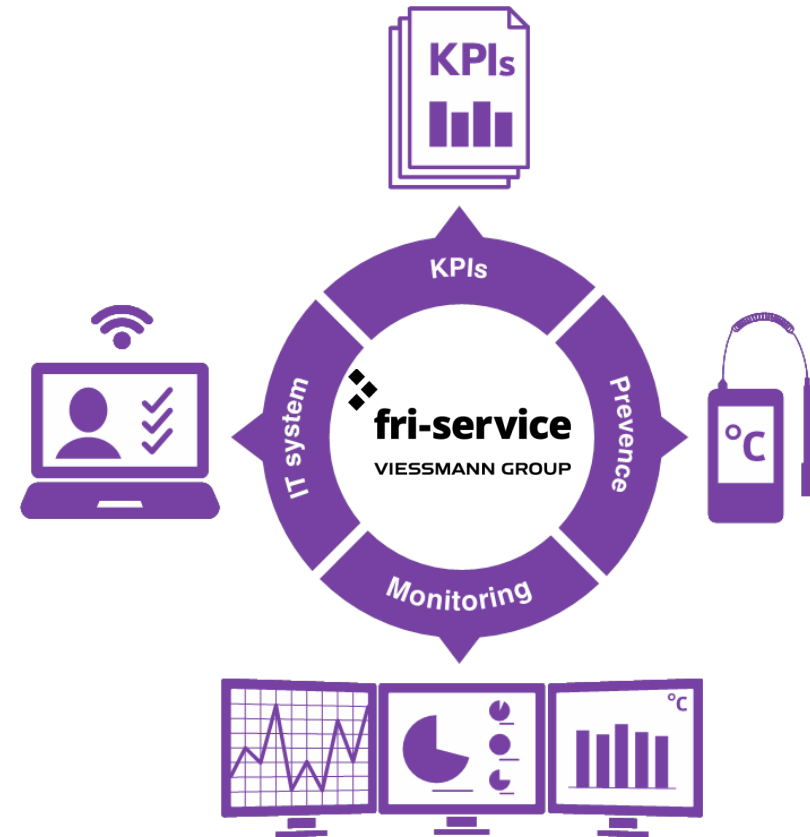
Germany



FSCZ Business Description

Our services operations - sophisticated, IT-managed, traceable and documentable, KPI-managed solution

- SLA-type contracts (fixed monthly fee), or call on type or combined
- KPIs - measurable results set by the client
- Preventive maintenance (including activities required by law)
- Service technicians throughout the country, online connected
- Incidents and fault reports from all over the Czech Republic are received centrally by the ICT helpdesk
- The activities of service technicians in the field are managed and controlled by the helpdesk and dispatch centre online
- Instant and electronic sending of service sheets and reports
- Service technicians are fully responsible for repairs / KPI fulfilment - **our employees**
- 4-hour reaction time / 24/7 service duty
- 24-hour monitoring of stores
- Special ICT operational software



How Fri-Service works



video

www.friservice.cz



Benefits

Cooling service integrated with one supplier.
We provide a complete service and smooth operation of cooling systems in your stores.

Our challenge

First time right!
Always on time!





Epta



fri-service

Thank you for your attention

We know Retail. We take care of your stores. Responsibly.