



MARK KELLY - STATE MANAGER (LEFT) & FRANK CALARA - KEY ACCOUNT MANAGER (RIGHT)



HILTI AUSTRALIA PTY. LTD.

HILTI'S MISSION STATEMENT ASSERTS THAT,

"throughout the world, we strive to be the leading supplier of high-quality selected tools and fastening systems for professional customers in the construction and building maintenance industries." This global ideal is achieved through the localised efforts of Hilti's branch of companies. The recent outstanding efforts of Hilti Australia, who provided specialty services to clients involved in the Rhodes Waterside project, exhibited Hilti's ability to deliver complete customer satisfaction.

Hilti Australia provided their services to customers involved in the Rhodes project, such as Walker, DeMartin, Gasporini, Stowe Electricals and Heyday Group.

Hilti Australia offers customised service to individual companies. "For our customers at Rhodes, we talked them through their technical concerns, and provided access to engineering knowledge to assist in finding the right solution. Many of our tools are unique in ability, and these tools vary in their construction qualities. We find the right Hilti tool for the job, and we also provide complete backup service on Hilti tools," said Mr. Frank Calcara of Hilti Australia.

Hilti strive for customer delight, which explains why Hilti is the only company in the industry with a global direct sales force. Hilti boast that the specific recipe driving their products is one-third observation, one-third inspiration and one-third consultation. Hilti involve customers in every stage. Hilti's philosophy of customer driven innovation was explored during the Rhodes Waterside project.

Hilti offered individualised solutions for the diverse project needs at Rhodes Waterside. Hilti provided a tool for fixing steel to steel, facilitating the structural steel elements of the on and off ramps connecting Homebush Bay Drive to the Rhodes Waterside precinct. "Hilti developed a new tool for core drilling, used for the on and off ramps wherever drilling was required for balustrades and handrails. This unique tool provided the tool that could do the job, with no added dramas," said Mr. Calcara.

In addition to specialised project and product consultancy, Hilti facilitated on site licensing and training courses for persons requiring the use of Hilti DX powder actuated tools. "Work cover enforce

licensing of these tools, and Hilti insist on providing this training. Powder actuated tools are potentially dangerous, so education needs to be made available to those using DX tools," said Mr. Calcara. Hilti representatives and Account Managers Sean Hoffman, Ian Shaw, Scott Wright and Henry Kharoufeh completed intensive in house training, and a vigorous Workcover certification process spanning two years, qualifying them in licensing training. The powder-actuated range of tools allows users to fix timber to steel, timber to concrete, and steel to concrete, for example.

Hilti Australia draws on the strength of the Hilti Group's global industry, with over 14,000 employees across 120 countries worldwide, and Research and Development centres in Europe, America and Asia.

The Hilti Group is a world leader in developing, manufacturing and marketing added-value, top-quality products for professional customers in the construction industry and building maintenance. Hilti's product range covers drilling and demolition, direct fastening, diamond and anchoring systems,

firestop and foam systems, installation, positioning and screw fastening systems as well as cutting and sanding systems.

For more information on Hilti Australia and Hilti's innovative product range, visit www.hilti.com.au.

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