

TATA STEEL



Building and Industrial Services - Technical Support

Our Knowledge, your advantage





TATA STEEL'S TECHNICAL EXPERTS ARE AVAILABLE TO SUPPORT YOU AND YOUR CUSTOMERS

Someone to turn to

Do you ever need guidance on matters such as tube specifications, pressure ratings, material grades, coating options, welding, fabrication, regulatory requirements, material compatibility or application suitability?

We can help. Our Customer Technical Services (CTS) experts are committed to providing world class technical support for our conveyance and pressure tube products.

Training

We have a wide range of technical literature, and product training packs that are freely available. Members of our technical team can also come to you and your customers, to provide additional product training.

Applications development

Continuous development of our trusted and reputable tube brands demonstrates our commitment to deliver new innovative products and solutions to satisfy the widest range of applications.

Our brands will allow you to satisfy new market and customer requirement, and also can keep you compliant with the relevant regulatory requirements.

Real solutions

Our family of branded hot, multi-standard conveyance and pressure tubes offers a user-friendly approach by, providing a range of products for you and other professionals to select from.

By understanding how and where our products are used, we can advise you on the most suitable Tata Steel conveyance or pressure tube solution to meet the requirements of you or your customer.

Knowledge transfer

Tata Steel's collaboration with UK universities, standards committees and industrial trade associations, also provides a network of knowledge that our customers can utilise to meet their needs, and provide a competitive edge.

Customer engagement

Tata Steel is leading the way in developing the next generation of conveyance and pressure tube products. We get our inspiration from working with our customers and end-users.

We recognise customer engagement as being vital to our development strategies, and therefore value any opportunity to learn more from the people who actually use our products.

OUR KNOWLEDGE, YOUR ADVANTAGE

TECHINICAL SUPPORT



Technical Product Pull

By educating end-users on the technical benefits of using Tata Steel's conveyance products, they will generally specify those products over alternative options.

Technical Selling

Looking for the opportunity to secure that sale? Getting technical assistance from Tata Steel might make all the difference.

Dedicated Experts Across Multiple Disciplins

As a global customer focused industrial manufacturer, we have experts in many areas of product, process and installation activities that our customers can utilise.

Innovation & Project Opportunities

Tata Steel is involved in a varied range of projects and product development activities; working closely with us can provide insight into new technologies, products and potential development opportunities.

Application Assistance

Want to confirm that one of our Tata Steel products is suitable for a specific application? Check with us first, so that you can respond to your customer with confidence.

Specification Conversion

For customers referring to old, out dated standards or other tube specifications, we can advise on their compatibility with our existing tube products that you stock.

Free Product Support and Training

Tata Steel Tubes offers free product training: either one to one or for larger groups. Product training can improve your sales team's ability to technically sell.

Sales Team Development

Training will improve your team's technical understanding, enabling them to speak more confidently with specifiers and engineering consultants.

CPD Courses

Tata Steel Tubes offers a range of CPD courses. These courses are provided at three levels:

- Basic: Providing an introduction to, or summary of the subject matter.
- Intermediate: Audience already has some level of awareness, but require a more detailed understanding.
- Advanced: Audience are very familiar with the topic area, but wish to develop a more in-depth knowledge.

Topic Areas

Basic

- Introduction to Tata Steel and its products.
- Hot vs cold – why not all tubes are the same - differences between hot-finished and cold-formed imports.
- Welded vs seamless - advantages of welded tubes.

Intermediate

- Tube specifications and tube manufacturing methods. - including a more detailed examination into hot vs cold.
- Introduction to galvanic corrosion – issues with stainless steel in mixed metal pipework systems.
- Introduction to commissioning issues.
- BIM and VR – new tools for training.

Advanced

- The development of and issues with tube specifications.
- Tube manufacturing and testing (ideally with a mill tour).
- Examination of building services corrosion issues.
- Examination of commissioning issues – including case studies.
- BIM and VR –training course on how to develop BIM and VR models.

TESTIMONIALS

"The Tubes CTS team responded quickly and provided effective products and application support, allowing me to confidently respond to my customer and confirm the correct tube standards to use"

Peter McKinley, Technical Manager, ASEL

"We value the opportunity to work closely with the CTS team at Tubes, and to help support their customers. We are a university that is committed to working with industry. Collaborative projects and effective networking delivers real value to all involved."

Dr David Penney, College of Engineering, Swansea University

"I have worked closely with the technical team at Tubes for many years. There is a huge synergy between their desire to support their customers, and the alignment of our student activities to technically support the building services and industrial industries."

Andrew Wilcock, Business Development Officer, Coventry University

"We are very pleased to be working closely with the Tata Steel Tubes technical team in supporting their customers. Having a better understanding of the technical issues faced by their customers and end-users allows us to support the conveyance industry directly. Allowing our students to focus on practical concerns helps them to prepare for real-world challenges ahead."

Dr Carol Armitage, Cranfield University

"The technical team at Tata Steel Tubes responded quickly to our enquiry for application support, enabling us to demonstrate to our customer the correct products to use"

Howard Sanger, Head of Business Development, McNicholas

"The technical support provided by Tata Steel allowed a better understanding of which tubular products to use. Collaborative development activities look to deliver considerable cost savings through improved materials selection and testing procedures"

Mark Phillips, Technical Manager, Angle Ring

"It was extremely useful to be able to turn to Tata Steel for technical advice on the suitability of steel tube and jointing systems. We are grateful to them for their swift and comprehensive response to our request for support"

John Holman, Mechanical Engineering Manager, Sainsbury's Engineering

"The technical team at Tata Steel Tubes responded quickly and professionally to our concerns regarding tubular pressure data. They carried out a development exercise that resulted in improved pressure ratings, giving greater flexibility which enables us to use their products more effectively in the market and compete against alternative materials."

Peter Schofield, Group Manager-Industrial Products Division William G.Search Ltd



**Technical support
you can trust**

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