



Of Gentle Sounds and Heavy Machines

At the Industriepark Höchst, external experts ensure that production processes are running smoothly. Flexible and reliable outsourcing is an obvious advantage for the park.



So the equipment measures these parameters directly at the production plants, eliminating the need for samples, which would otherwise have to be analyzed in a laboratory.

What applies to the manufacture of insulin is equally applicable in every other area of chemical and pharmaceutical production. Not just drugs, but also paints, plastics and pesticides require precisely controlled mixtures. Bilfinger Berger Industrial Services helps customers to identify suitable measuring instruments and calibrate and service these on a regular basis. In 2005 the Company took over the central repair services at the Industriepark Höchst from the operator Infracorv

Höchst. This is one of the most comprehensive outsourcing operations in Germany. With 80 companies employing 22,000 workers, the Industriepark Höchst is one of the largest centers of its type in

Full service for customers at the Industriepark Höchst and in the Rhine-Main region

Europe. The huge investment volume, currently averaging almost €400 million per year, gives some idea of the strength of this location.

The Industriepark Höchst is also well known among experts for its unique laboratory dedicated to testing measurement and control systems. This laboratory is of great importance for Bilfinger Berger, also beyond the confines of the Industriepark.

Sensitive high-tech instruments are tested here before being installed on customers' production lines. It is not merely a question of accuracy, but above all of checking the digital communication between the measuring instrument and the plant control system. What's special about this lab is the extensive range of hardware and software designed to test measuring devices, in combination with a wide variety of control systems.

The Company, however, does not confine itself to leading-edge technology. The relative quiet in the laboratories contrasts sharply with other Company premises. Industrial Services deals with the extensive range of technical issues that are of concern to its customers. Depending on customer requirements, jobs may range from containers weighing several

tons for the storage of ingredients and intermediate products, to pipework and pipeline con-

*Outsourcing
technical services –
a pan-European trend*

struction, and of course ensuring the reliability of pumps and motors.

Outsourcing maintenance requires a high degree of trust. If anything were to go wrong, production would grind to a halt. On the other hand, entrusting these tasks to specialists offers huge potential for flexibility and service reliability. Simultaneously taking over maintenance activities at both

the Höchst and Griesheim industrial parks, which are just four kilometers apart, has allowed Bilfinger Berger to achieve economies of scale which enable it to offer an even more extensive range of services to customers on both sites. “We see further potential in collaborating with other locations,” says Dr. Joachim Kreysing, General Manager at the Industriepark Höchst.

A trend towards the outsourcing of technical services is evident throughout Europe. However, industrial customers have chosen many different models: “For some companies we simply service pumps and machinery. For others we offer extensive guaranteed availability for entire plants, which in turn optimizes overall costs,” explains Thomas Töpfer, Chief Executive Officer of Bilfinger Berger Industrial Services. In addition, almost every department has long been serving

other customers outside of the Industriepark. However, there is still further potential at the Höchst Park itself. The more complex the production plants and the associated measurement and process technology become, the more difficult it is for manufacturers to keep up with the necessary expertise. Thomas Töpfer sees this as an advantage: “We, on the other hand, are consolidating our experience on a daily basis on the functionality and economic efficiency of all kinds of installations.”

