

Press Release

For immediate release

(Brisbane, Australia. 3 July 2009)

Leica Geosystems launches Leica Active Customer Care programme for Mining Solutions

Leading global provider of GPS-based mine management solutions, Leica Geosystems, today announced the official launch of the new Leica Active Customer Care programme for their Australian customers. The roll-out will continue globally throughout 2009.

Backing up their leading-edge products and standing by their maxim of “your mining operation – our priority” the new Leica Active Customer Care programme, and complementing Active Customer Care Portal, have been developed to offer an effective and streamlined solution for sites using Leica Geosystems’ pioneering mine management solutions. Providing customers with robust product support tools, site personnel will be able to easily lodge, track, and manage support incidents. The result of this being enhanced workflow and, thus, optimum site operation with minimum downtime.

Quick and easy access to technical and support teams

Speaking of the key benefits that customers can expect from the Leica Active Customer Care programme, Kevin Greenwood (Vice President, Leica Geosystems Mining Systems) stated that: “Our Leica Active Customer Care programme facilitates direct contact and communication between site personnel and Leica Geosystems’ product experts. Not only does this work towards resolving issues—and proactively preventing others—it also provides us with insight into future product roadmaps and solution enhancements.”

Mr. Greenwood continued on to say that, “With deadlines to meet and targets to hit, its essential that our customers have quick and easy access to the expertise of Leica Geosystems’ technical and support teams. The introduction of Leica Active Customer Care, and its portal counterpart, presents our customers with multiple options for engaging with us. No matter which Leica Geosystems Mine Management Solution that sites are running, we can support their investment.”

The Leica Active Customer Care Portal (Leica ACCP) that Mr. Greenwood referred to is an added benefit for customers opting to take advantage of any of the three levels of coverage offered by the Leica ACC plan [Platinum, Gold and Silver]. The peer-to-peer technologies harnessed by the portal enables users to log on to the web-based portal so that they can lodge and track support incidents 24-7. It also allows both parties to maintain key contact records and allows customers to obtain the latest product releases and raise product-related questions.

At the centre of the Leica ACC programme lays a dedicated technical and support team, with extensive expertise. Committed to resolving site issues in the quickest time frame possible (support bases are located in and around mining areas) they can be relied upon to deliver first-rate customer-focussed support.



Leica Active Customer Care: "Your mining operation – our priority"



The Leica Active Customer Care logo

About Leica Geosystems Mining Systems

State-of-the-art real-time analysis and reporting software gives entire sites the tools that they need to stay on top by efficiently controlling resources and equipment. The result? Informed decision making, optimised productivity and unparalleled performance for maximum site output: backed up by a reliable global service and support network.

About Leica Geosystems

With close to 200 years of pioneering solutions to measure the world, Leica Geosystems products and services are trusted by professionals worldwide to help them capture, analyse, and present spatial information. Leica Geosystems is best known for its broad array of products that capture accurately, model quickly, analyse easily, and visualise and present spatial information.

Those who use Leica Geosystems products every day trust them for their dependability, the value they deliver, and the superior customer support. Based in Heerbrugg, Switzerland, Leica Geosystems is a global company with tens of thousands of customers supported by more than 3,500 employees in 28 countries and hundreds of partners located in more than 120 countries around the world. Leica Geosystems is part of the Hexagon Group, Sweden.

Note to editors:

- Interviews are available upon request
- High-resolution images are available for use

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