

c u s t o m i z e d

precision...

*innovative solutions, products & technology
for the oil and gas industry*



www.agsgroup.com



c o m m i t m e n t

For 25 years, AGS Group Inc. has been an innovator in the oil and gas industry providing state-of-the-art products, innovative solutions, industry-wide expertise, and exceptional service to its customers.

“We have continued to set the standard in the industry and we will continue to do so for the next twenty-five years. Our success is a testament to our people and their dedication to you — our customers. It is you who have made us who we are today and you will continue to be our first priority. We have never been happy with complacency. We will continue to challenge the status quo, embrace new technologies, new offerings, and look for new ways to add value to you, our customers. I invite you to challenge us with your next project. I am sure that you will be pleased with our level of performance and our commitment to service. This is my personal commitment to you and I would love to hear about your experience with us.” ■

J. Gary Frost
President, AGS Group Inc.

1979 -
2004 -
T O M O R R O W

h i s t o r y

AGS Group Inc. (then Alberta Gasket Supply) began as a dream in April 1979 in a 2,500 square foot facility. Today, they operate in more than 130,000 square feet. It was the vision and knowledge of three men that they could change the status-quo, that they could create what customers were asking for – exceptional performance and value.

AGS Group Inc. began on a premise that they would give their customers better value, expertise, and exceptional customer service. They never hid this fact; in fact, they were proud of it and were hailed for it by their customers. This new level of commitment and service quickly became known through the oil and gas industry and AGS Group Inc. was born. The last twenty-five years have been the realization of this promise and dream.

In the last quarter century, AGS Group Inc. has become one of the leaders in static sealing solutions and technology. With over 120 employees and six offices across Canada, they offer a comprehensive and integrated mix of products, solutions, and services to meet your demands and requirements, no matter what the application. Their products, abilities and partnerships include:

- being the sole distributor and licensee for Flexitallic® products in Canada;
- a proud partner of Parker Hannifin – the foremost leaders in instrumentation products worldwide;
- providing stud bolt products with on-site custom cutting capabilities;
- providing laser manufacturing capabilities through three state-of-the-art CNC laser solutions from Trumpf Inc. – the world leader in laser manufacturing technology. ■

Michael Kernaghan
Customer Care Consultant
6 Year Employee

Steve Kaulback
Edmonton Operations Manager
24 Year Employee

June Wiedemann
Senior Purchasing Agent
21 Year Employee


Peter Henderson
Customer Care Consultant
15 Year Employee

Andy Sidor
Customer Care Consultant
6 Year Employee

people

The success of any company is always dependant on the quality of their people - AGS Group Inc. is no exception. For over 25 years, they have differentiated themselves by finding the best and brightest. They possess an atmosphere of camaraderie, teamwork and professionalism. What exists is a dedicated group that enjoys what they do and the people they serve. They have truly captured and embraced the passion and energy of that original vision – to give exceptional performance and value. Be it in manufacturing, products, purchasing, or their Customer Care (inside sales) group, all of their staff possess a level of experience and expertise unsurpassed in the industry. AGS Group Inc. employees have always been flexible and empathetic to their customers' timelines and have provided them with accurate technical support for the products and solutions they offer.

Just as the number of applications for sealing products is diverse, the diversity of their knowledge base is no different. They have always prided themselves on this fact. Their advantage is that they will always find the right product or solution for your application. From their 365-day a year, 24-hour on-call customer care and support, to their customized solutions delivery approach, to same day manufacturing and delivery; AGS Group Inc. gives you the solutions and support you require to be competitive and successful in the marketplace. This is their commitment to you. ■

A person wearing a yellow protective suit and hood is working on a complex industrial machine. The machine has several gauges and pipes. A glowing lightbulb is visible in the foreground, casting a warm light. The background is dark, emphasizing the person and the machine.

s o l u t i o n s

AGS Group Inc. has become much more than the sum of its parts. They knew that providing exceptional performance and value was not enough. They needed to offer more to their customers and so, ever changing and evolving, modified their service model to encompass more of their clients' demands. Their customers asked for a provider who not only offered world-class products, but who took the time to truly understand their business and requirements. This recurrent request gave birth to their solutions based approach.

"We not only provide world-class products, but we design individualized customer service modules for our clients. Every one of our customers is different and unique, requiring us to tailor a service and support solution for them alone. Some of our customized solutions have included: on-site service and technical support, mobile warehouse solutions, customer training, customized engineering and design, and single-source supply - to name a few. This approach has earned us the prestigious 'Shell Canada 2002 Vendor Excellence Award' for our efforts in helping them with the 'Athabasca Oil Sands Downstream Project.'" - Gary Tardif, Director - Special Projects ■

on-site service and technical support
mobile warehouse solutions
customer training
customized engineering and design
single source supply

“The bitterness of poor quality remains long after the sweetness of low price is forgotten”

QUALITY * CONTROL DIVISION

q u a l i t y

“The bitterness of poor quality remains long after the sweetness of low price is forgotten.”

– Author Unknown

This quotation is posted in AGS Group Inc.’s Quality Control Area. It serves as a constant reminder and inspiration to all of their employees. It embodies the original vision that has driven quality within the company for 25 years. It will continue to be the cornerstone of process and excellence within the company.

But quality must be more than a declaration, it must be able to be quantified. This is why AGS Group Inc. attained ISO 9001:2000 (Certificate # CA03/3077, December 2003) status for their manufacturing facility in Sarnia, Ontario and are currently seeking certification for their head office in Edmonton. ■



excellence

It has always been AGS Group Inc.'s mission to be innovative and to continue to surpass what they have already accomplished. Good just is not good enough and since "perfection" can never really be achieved, they strive for the utmost in excellence in all they do.

In their effort to continually "raise the bar" on their own standards, AGS Group Inc. randomly profiles their customers to assess their satisfaction with their service and commitment to excellence.

One example of how they embody this "spirit" of excellence is detailed in the following:

Background: When Shell Canada embarked on their "Athabasca Oil Sands Downstream Project (AOSD)," they wanted to close their bulk-piping products warehouse prior to the completion of the project. Their aim was to reduce potential gasket and

bolting supply issues, minimize down-time, and be able to support their 20-hour per day work shifts. They needed to have immediate access to the right products at any given moment.

Solution: Their solution was an on-site mobile warehouse. This constituted a consigned inventory, as well as an electronic inventory management and replenishment system where contractors, fabricators, and hydro-test teams could draw their supplies as required.

Result: During Shell Canada's two-year project, AGS Group Inc. successfully controlled more than \$435,000 worth of inventory for a consecutive six-month period. The result? It produced no surplus for Shell Canada and earned AGS Group Inc. the 'Shell Canada 2002 Vendor Excellence Award' for their innovative and value-added approach. ■



products

AGS Group Inc. offers a full range of sealing products renowned for their outstanding quality, performance, reliability and durability. From soft cut gaskets, to metal gaskets, instrumentation valves and fittings, fasteners, and laser CNC services, AGS Group Inc. have aligned their product offerings to be able to offer you the ability of single source convenience with customized product solutions. To accomplish this, they have partnered with the world's best — Parker Hannifin™ and Flexitallic®.

With annual sales exceeding \$6 billion, Parker Hannifin Corporation is the world's leading diversified manufacturer of motion and control technologies, providing systematic, precision-engineered solutions for a wide variety of commercial, mobile, industrial and aerospace markets. The company's products are vital to virtually everything that moves or requires control, including the manufacture and processing of raw materials, durable goods, infrastructure development and all forms of transport.

“The Flexitallic Group is the international market leader in the manufacture and supply of high quality, high value industrial sealing products. Developer of the first spiral wound gasket in 1912, The Flexitallic Group today continues its legacy of innovation, investing in high tech equipment. With a varied product slate that includes spiral wound gaskets, semi-metallic gaskets, RTJ gaskets, sheet gaskets, dynamic and static packings, the Flexitallic Group draws upon its storied past and present day mixture of leadership, quality, service and technology to develop sealing and solutions for industry. While these products are only one segment of the oil and gas industry, they remain a vital and integral part of world wide energy development.”¹ AGS Group Inc. is the exclusive licensee and distributor for Flexitallic products in Canada.

In today's highly competitive manufacturing market you need a supplier that makes the cut. AGS Group Inc. has customized their laser cutting CNC services to the demands of their OEM customers. Through the purchase of multiple CNC lasers, they have leveraged their partnership with Trumpf Inc. to provide high-volume laser cutting and bending capabilities to achieve the immediate long-term savings their customers are demanding. “Our customers have asked for a partner that can deliver superior quality in mass quantity, deliver it at competitive pricing, and match their aggressive production schedules. AGS picked up the gauntlet” said David Hart - Vice President, Manufacturing. “No matter what your production challenges happen to be, we can assist you and make you successful. Challenge us.” ■

¹ Flexitallic Group Corporate Website (www.flexitallic.com)

² Parker Hannifin™ Corporate Website (www.parker.com)



t e c h n o l o g y

“We will continue to challenge the status quo, embrace new technologies, new offerings, and look for new ways to add value to you, our customers.” – J. Gary Frost, President

The above quote is a presidential vision and the realization of today. AGS Group Inc. has invested heavily in the future for its customers. They have initiated a state-of-the-art Enterprise Resource Planning (ERP) and Warehouse Management system. This system not only controls and updates their inventory, but it is linked to their invoicing system so that the second you order, their warehouse and distribution centre is already compiling your order. Custom bar code labels and identification tags help warehouse staff assemble your order quickly and efficiently. They offer customized account reporting for individual customers via fax. E-Mail (MS Word, Excel, etc.) or printed hardcopy.

In May of 2004, [agsgroup.com](http://www.agsgroup.com) (www.agsgroup.com) was born and launched a new era in servicing their customers. Through the website they built in the capability to search and retrieve MTR's (Material Test Reports) on-line. AGS Group Inc. will continue to query their customers for new services to add, such as customer based portals and customized content management capabilities, and perhaps even on-line ordering and account status.

For years, AGS Group Inc. has already provided EDI (Electronic Data Interchange) capabilities for their customers. This service allows customers to E-Mail or FTP their purchase orders to AGS Group Inc.'s own format. Once received, they are converted into a compatible format with their ERP financials system. This saves both the customer and AGS Group Inc. valuable time, effort and ultimately cost by enabling faster and more accurate service and data exchange. Another demonstration of their commitment to guarantee you return-on-investment. ■



Our customer care
staff will help you
day or night,
24 hours a day,
7 days a week,
365 days a year.

c o n t a c t u s

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