

PRESS RELEASE

Product

Fast and efficient help: KHS expands its service activities

- Worldwide service through the 24-hour hotline extended
- Fast troubleshooting and spare parts delivery
- New, uniform hourly package system

Dortmund, May 8, 2018 – Help with troubleshooting seven days a week round the clock: KHS has made the worldwide service offered by its 24-hour hotline even more efficient. Fast reaction times and quick processing of customer inquiries are not only ensured by the qualified and experienced hotline engineers who act as direct contacts; with its uniform hourly package system the Dortmund systems supplier now also gives its clients plannable security and simpler invoicing.

In Brazil the operator of a beverage producer has a query about the free-flow system on the Innosept Asbofill aseptic filler; in China there are problems during can filling on the Innofill Can DVD: when the production process is disrupted, for whatever reason, customers receive help with troubleshooting through the KHS 24/7 help desk whatever the time of day. In order to make processes even more efficient and be able to help even faster, KHS has made long-term changes to the structures behind its service activities. A team dedicated solely to technical support is now available with immediate effect. “These KHS service engineers act as designated contacts who deal with our customers’ problems round the

clock,” says Ingo Hackler, head of the 24/7 Help Desk, Remote Diagnostics Service und Service Contracts Department at KHS. “Thanks to their many years of practical experience they are familiar with all of our machines right down to the last detail and with their broad range of knowledge are specialized in helping with problems – even if just on the phone.”

More than 60,000 spare parts in stock at the KHS World Logistics Center

Bottlers are given the fastest possible assistance on the hotline to prevent high production loss and long machine downtimes. To this end KHS has introduced a three-level system. The customer inquiry is first categorized and the problem identified. The query is then passed on to the relevant contact. The first level of support deals with the technical and commercial processing of spare parts. At the second level the trained engineers who assist customers with their extensive knowledge provide technical support on the phone or through the ReDiS remote diagnostics system. If necessary, at the third level experts from the design engineering departments are called in to help further with troubleshooting. “This setup enables us to give our customers faster, more efficient help,” says Hackler. KHS is also specifically investing in the ongoing basic and further training of its service engineers. “In doing so we reliably ensure line availability in the production process and significantly help to boost our bottlers’ competitiveness,” Hackler explains.

Should a part on the machine have to be replaced, this is immediately dispatched from the vast KHS World Logistics Center in Dortmund, 20,000 m² in size, which was specially erected for this purpose. “So that we can help our customers without further delay and the package arrives promptly at its destination, we work worldwide with reliable and renowned logistics partner DB Schenker,” states Hackler.

Besides increasing efficiency through direct contact KHS has also revised and simplified its invoicing system. Where previously there were four different tariff variants, the Dortmund machine manufacturer now offers a uniform hourly package system. “Customers can arrange flexible hourly packages for single machines or entire plants which are more cost efficient the more hours are booked,” states Hackler. Packages of 10, 25, 50 or 100 hours can be procured, with the price per hour falling as the size of the booked contingency increases. This simplified invoicing system is also beneficial when it comes to accounting. “This means that fixed contingencies of hours can be booked and thus fixed annual costs budgeted for,” Hackler declares, who sees the further development and restructuring of the hotline as an important element in the holistic service approach adopted by the KHS Group. “Following the setup in 2010 this is the next logical step to take. With it we’re consistently continuing with the expansion of our services and giving our customers the security they need in daily operation.”

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Picture captions for the press release

(Picture source: KHS Group)

Ingo Hackler Ingo Hackler, head of the 24/7 Help Desk, Remote Diagnostics Service and Service Contracts Department at KHS.

WLC 1 KHS has made the worldwide service offered by its 24-hour hotline even more efficient. Should a part on a machine have to be replaced as the result of a customer inquiry, this is immediately dispatched from the vast KHS World Logistics Center in Dortmund, Germany.

WLC 2 The warehouse was set up in 2013 for the fast dispatch of spare parts.

WLC 3 So that the package arrives promptly at its destination, KHS works worldwide with reliable and renowned logistics partner DB Schenker.

About the KHS Group

KHS is one of the leading manufacturers of filling and packaging systems for the beverage, food and non-food industries. The KHS Group includes the following companies: KHS GmbH, KHS Corpoplast GmbH, NMP Systems GmbH and numerous subsidiaries outside Germany.

KHS GmbH manufactures modern filling and packaging systems for the high-capacity range at its headquarters in Dortmund, Germany, and at its factories in Bad Kreuznach, Kleve and Worms. The KHS Group's PET expertise is pooled at KHS Corpoplast GmbH in Hamburg, Germany, where innovative PET packaging and coating systems are developed and produced. NMP Systems GmbH, a wholly-owned subsidiary of KHS GmbH based in Kleve in Germany, designs and markets new, resource-saving packaging systems for PET bottles.

In 2016 KHS and its 4,995 employees achieved a turnover of around €1.18 billion within the Salzgitter consolidation. The companies in the KHS Group are 100% subsidiaries of the MDAX-listed Salzgitter AG corporation.

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