



SERVICE CENTRE

STARTING
JUNE 1, 2019

service@burkhardt-weber.de

NEW BW SERVICE CENTRE



TIME

Fast and centralised.

Easy and fast to reach via one email address and one hotline phone number. Our single point contact for all your customer service needs like spare parts, machine diagnostics and trouble shooting, or scheduled maintenance.

Best to reach,
super-fast reaction time.



CLOSE TO YOU

Personal and direct.

By integrating a modern CRM-system we can react to your needs quickly with targeted and effective solutions. We improve our centralised concept and maintain our team of BW service experts in Reutlingen. Your call reaches our skilled staff and not an anonymous call centre.

Your personal contact.



DIGITAL

Paperless und networked.

By using state of the art soft- and hardware, all manual tasks are reduced, and networking is optimised. All our machines' service data and history are stored in one central database, readily available for all team members of the new BW Service Centre. This frees up capacity to better serve you.

More efficient,
better targeted to fit your needs.



SERVICE

Economical and up-to-date.

Networking via smart phone, tablets or laptops allow direct access to our centralised machine data, machine history and your service case. A closed loop information link for all BW field service technicians with the team members in Reutlingen is established. On site entered data and new information is quickly processed speeding up the effective solution. You benefit by saving time and money. A digital service report is quickly available to you.

More transparency,
no time delays.

HOTLINE

+49 7121 315-900

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MORE TIME. MORE SERVICE.

You can expect more from our strong and extremely flexible machining centres and special machines.

The same applies to our BW Service. To best meet your goals, we upgraded our service structure and processes with latest state of the art capabilities.

NEW THINKING REQUIRES NEW PROCESSES.

Please use our new hotline starting June 1, 2019
+49 7121 315-900 or our new email address
service@burkhardt-weber.de

The new BW Service Centre –
faster. more transparent. more digital. more efficient.
MORE TIME FOR YOU.

*>> The best whole
is the sum of its
excellent parts.<<*

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