

Media Release

Biel, Switzerland
October 2021

GF Machining Solutions relaunches Service division, with tiered subscription service to meet customer needs

GF Machining Solutions announces a relaunch of its Service division, rebranded as 'Service + Success', and introduces a powerful new service offering, in the form of a suite of customer-focussed Success Packs. The new Packs operate on a subscription basis and enable customers to access superior advisory and hands-on expertise, benefitting from GF Machining Solutions' expertise on-call and on-demand.

The Success Packs, available in the tiered levels Bronze, Bronze +, Silver or Silver +, are designed to improve machine lifecycles, maximise ROI, and offer a direct line to GF Machining Solutions experts, enabling customers to achieve their desired business growth and maximize their productivity goals. Each Success Pack is customized to a specific customer profile and offers benefits such as faster access to service, 24-hour machining and support helplines, remote assistance, maintenance and servicing as well as targeted support and consultations from experts.

Introducing Service + Success

Service + Success combines the proactivity and experience of GF Machining Solutions' trusted experts backed by latest intelligent Digital Solutions and hands-on interventions; providing customers purposeful and strategic advice regarding their business development needs and how they can best leverage GF Machining Solutions to meet their goals and objectives.

Ivan Filisetti, President of GF Machining Solutions, explains the radical new service shift: "Markets and industries are moving away from the limitations of a product-centric model to a more dynamic, service-oriented model. Since 1802 we have kept abreast of customer demand, and provided industry with the very best products, backed by targeted, specialist expertise. Today, Service + Success represents the most innovative, efficient and modern way of servicing customers and anticipating their needs; we now are viewed as a true partner by our clients, whether it's in the realm of operational steering, advanced diagnosis, certification, upgrades, training, transformation or financial solutions. Our updated service offering, with tailored Packs, better suits customer needs and their desire for on-demand support and advice."

Success Packs

Antonio Faccio, Head of Customer Services at GF Machining Solutions, adds: "The Success Packs have been conceived to guarantee the access and support customers' need to get the most out of assets today, while preparing for the challenges of tomorrow. The subscription service creates an enhanced customer experience based on convenience and customization, and represents a leap in customer proximity and reactivity. Being closer to our customers means we can respond even more swiftly and precisely to their demands and be a true partner in their success."

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Profile of GF Machining Solutions

GF Machining Solutions is the world's leading provider of machine tools, diverse technical solutions and services to manufacturers of precision molds and tooling and of tight-tolerance, precision-machined components. The key segments we serve include the aerospace, automotive, medical, energy, information and communications technology (ICT) and electronics industries. Our extensive portfolio ranges from Electrical Discharge Machining (EDM) solutions, three- and five-axis Milling machines and Spindles, 3D Laser texturing machines, Additive Manufacturing and machines for Laser micromachining to solutions for Tooling, Automation, Software and Digitalization—all backed by unrivaled Customer Services and support. GF Machining Solutions is a globally acting Division of the Georg Fischer Group (Switzerland) and maintains a presence at 50 locations worldwide. Its 3,192 employees generated sales of CHF 725 million in 2020. More information can be found at www.gfms.com.

