# HOMAG Treff 2020

# 60 years of HOMAG – 60 years of services

**For 60 years, HOMAG has been focusing on its customers. Ensuring the operations of machines, integrated lines and software as well as making customers competitive as a lifelong partner has always been a core value at HOMAG.**

Classic services such as remote service by dialling in on the machines, maintenance, face-to-face training or an comprehensive range of wear and spare parts are well established and ensure customer productions. With additional new Services, HOMAG aims to set a new benchmark. Julian Spöcker, Head of Value Added Services: "To provide our customers with answers to current and future trends, HOMAG is expanding its service portfolio and improving existing services to an even more powerful level. In this way, our customers are future-proofed with us".

These current trends can be seen at HOMAG:

* Individualization in many areas: Customers, particularly smaller companies, need maximum flexibility in production and high machine availability when they need it.
* Sustainability: An increasingly important topic for customers and their entire company, and above all for the production process
* Digitization: Digital solutions can simplify processes and make them more efficient, saving customers time and costs so that they can become more sustainable in the future.

**Individualization - Sustainability - Digitization**

With regard to individualization, HOMAG offers new service concepts focused on small and medium-sized or industrial manufacturing customers. The aim is to provide every customer with the right individual service concept to enable them to work and further develop in the best possible way.

When it comes to sustainability, HOMAG is active on many levels. Classic: More than 90% of service cases are solved remotely by a highly qualified global hotline team. This means short solution times and above all less travel. HOMAG also offers new products which help to increase OEE (Overall Equipment Efficiency) often by more than 10%. This enables customers to produce more efficiently and use resources more efficiently.

Digital services are also clearly focused solutions. They help customers and HOMAG Life Cycle Service to find solutions or even enable predictions to be made to make stoppages more predictable. HOMAG already has two application examples of this: the ServiceBoard, which many are already using, and the new serviceAssist, the professional self-help

Julian Spöcker explains the serviceAssist: "Imagine you have a problem with the machine. Unlike today, the machine immediately reports the error message to you via cell phone or tablet. But that's not all, the message will also provide you with recommended solutions that will immediately help you to solve the problem yourself.

**Online training**

With the online training portfolio, customers can train themselves from the office or from home if - as is currently the case - no training is possible directly at the machine on site. This will also work if no real machine is available. HOMAG is currently working on a virtual training concept to offer customers a very realistic training experience. This can then of course be accessed and practiced simply and as often as required.

**eShop**

Wear and spare parts are essential for the operation of machines and production lines. In order to make the procurement and handling of these and many other service solutions even easier, HOMAG is constantly expanding its eShop. Just in time for the live event and the 60th anniversary of HOMAG, we are offering our customers a 6.0% discount on spare parts and trainings ordered in the eShop by customers located in Germany and Austria until December 31, 2020.

**If you have any questions, please contact:**

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