

# By your side worldwide.

**HE HOMAG**

**Life Cycle Services**

**YOUR SOLUTION**





## HOMAG Life Cycle Services

**OPTIMUM SERVICE AND INDIVIDUAL ADVICE** - the solutions we offer are precisely tailored to your company's needs.. Our aim is to secure or even expand the success of your business over the entire life cycle of your plants and machines. As a competent, reliable partner, we will take care of high availability and economic production, and support you with the full weight of our extensive expertise in running operation – around the globe.







## HOMAG Life Cycle Services

For you more than...

1200

service employees worldwide

90%

Fewer field service calls through  
successful remote diagnostics

5000

customer training sessions per / year

150 000

machines, all electronically documented  
in 28 different languages – in eParts

The heading “Life Cycle Services” encompasses all our activities throughout the life cycle of your machines and plants: from spare part management through inspections and maintenance to remote servicing, modernization and training. We offer all of these benefits with the backing of a broad-based global service network. An excellent, highly qualified team will provide you with professional and reliable support.

### YOUR SOLUTION



## Field Service

### YOUR BENEFIT

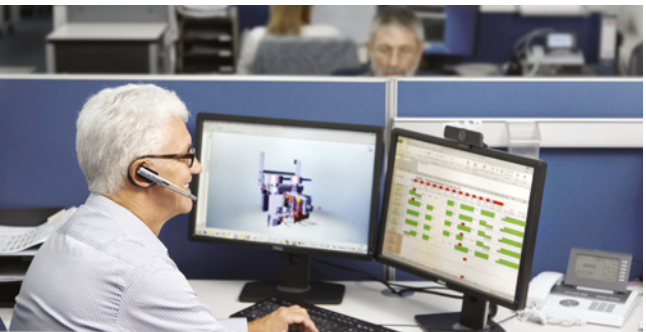
- Outstanding product quality as a result of regular inspections and servicing
- Reliable productivity through early detection of faults due to wear
- Cost reduction by minimizing unscheduled repairs
- Increased availability and extended service life

### OUR SERVICES

- Rapid assistance from our close-meshed regionally based global service network
- Our qualified servicing staff undergo continuous further training
- Actual status of your plant/machine through inspections in line with the manufacturer standard
- Economical maintenance recommendations
- Advice on modernization or upgrades

#### What Ed Slack of Superior Cabinets said about our field service

„I would like to extend our appreciation for the excellent job your technician did on aligning our machine. The quality of the parts produced is greatly improved. The technician worked wonders when presented with the challenges of aligning a 10+ year old machine. Our partnership with HOMAG has contributed greatly to the success of our company. Thanks again for the outstanding service.“



## Remote Service

### YOUR BENEFIT

- Rapid localization of faults using ultra-modern apps and online tools
- Immediate remedy of defects or machine standstills
- Over 85.2 % of service calls are resolved by our hotline without the need for a site visit
- High machine availability as a result of shorter standstill periods
- Production optimization based on our process expertise

### OUR SERVICES

- Troubleshooting and diagnostics by our hotline specialists
- Support for your machine operators and servicing personnel in remedying faults
- Hotline support in respect of process engineering
- The ServiceBoard: Modern live video diagnostics

#### What Manuel Wallesch of Metawell said about the ServiceBoard

“I was particularly impressed by the video diagnostic service, which allows the service technician to clearly show you where the problem is and how to cure it.” The history function is another key benefit, particularly in 3-shift operation, as anyone can trace back to the origin of a fault.”





## Spare Parts Service

### YOUR BENEFIT

- Outstanding part availability through over 90 local service organizations worldwide – with 650 orders delivered every day
- Rapid deliveries
- Maximum machine and plant productivity due to defined spare and wearing part kits
- Original spares for reliable quality
- Optimum advice and support from highly qualified spare part specialists

### OUR SERVICES

- Customized recommendation lists and concrete quotations for spare and wearing parts
- Repair service for selected assemblies and components
- Modern in-house shipping and logistics service
- www.eParts.de: 24/7 identification, inquiries and placement of spare part orders
- The ServiceBoard: Online spare parts shop eParts



## Modernization

### YOUR BENEFIT

- Safeguarding and sharpening your competitive edge with economical upgrades
- Solution for adapting to a changing product spectrum using the latest units and processing technologies
- High productivity through the use of future-oriented technical solutions
- Process and cost savings through ergonomic and energy-efficient further developments
- Shortened work cycles and the assurance of an efficient material flow by networking old and new machine technologies

### OUR SERVICES

- Manufacturer expertise on technology, production and processing operations
- Individual advice and solution-finding
- Implementation of global trends through modernization

What Horst Kugler of Hoetzel GmbH had to say about the modernization of a HOMAG saw

“The key criteria for our decision were the assurance of quality, simple, logical operation and clearly evident time savings”.



## Trainings

### YOUR BENEFIT

- Highly qualified employees for machine and production engineering
- Continuous further training services available on a regional basis
- High productivity through efficient handling supported by our insider knowledge
- Concentrated, practically-oriented preparation of employees for the use of new technologies

### OUR SERVICES

- Professionally equipped training suites fitted with the latest technology
- Practical training on producing machines: Basics of machine operation from programming through to individual requirements
- Educationally qualified, technically competent training staff. Optimum preparation of employees for the use of new technologies
- Individually generated training folder including complete machine documentation for each course participant
- Training courses in many languages or using an interpreter



## Software

### YOUR BENEFIT

- Expansion of production facilities due to the latest software upgrades
- Simple production: 3D scanning of undismantable objects instead of reprogramming
- Fast, fault-free generation of individual programs
- High availability as a result of support with installation, updates and licensing of all software packages

### OUR SERVICES

- Telephone assistance and advice by Software Support
- Sound knowledge on the part of our software specialists in respect of software solutions and trade-specific packages as well as attractive software upgrades
- Digitalization of sample workpieces using non-contact 3D scanning as a service
- Subsequent networking of machine outfits using smart software solutions from design through to production

What Adrian Wochner of Josef Wochner had to say

“I think 3D scanning is a great service, and I'd recommend any company to use it if they have workpieces which are almost impossible to capture using CAD programming. It's a really good option to use whenever this type of part crops up. The HOMAG can simply provide the data you need at reasonable and economical cost by scanning.”



## **HOMAG Group AG**

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