

ITALCARRELLI®

STRENGTHENS ITS AFTER-SALES SERVICE NETWORK – GLOBALLY

Being a global leader in your sector — for ITALCARRELLI® this means special machines and solutions for the storage and handling of goods — does not only involve supplying your machines, but also to give your clients top-level service in terms of assistance. In this article, the company provides our readers with an update on its recent developments on assistance, which also include special software, providing predictive maintenance planning.





ITALCARRELLI® designs and builds speciality machines and equipment for the storage and handling of goods. The company boasts a worldwide presence with machines delivered in more than 50 countries and an export turnover of more than 95 per cent, working in multiple industrial sectors such as metallurgy, aerospace, special transports, shipyard and others, in addition to glass.

Italcarrelli is the undisputed leader for the supply of machines for glass handling, which are used by production and transformation lines right up to the warehouse and shipment. The company provides its machines to all the world's leading float glass manufacturers, supporting hundreds of plants worldwide. Glass production plants are continuous cycle facilities that require highly



efficient and reliable machinery. To achieve high quality and performance standards, Italcarrelli clients can count on an effective preventive maintenance

service – to identify and solve malfunctions that may cause the machine to stop – along with a prompt technical and spare parts supply.

ASSISTANCE – WITH INTERNATIONAL PRESENCE

The company has always invested highly in its assistance service, intervening directly on site with its trained technicians and branches all over the world. To be closer to its customers and to increase its support service, Italcarrelli has expanded in Europe and beyond: a strong European presence with service centres located in Northern Europe – Belgium and France, and Eastern



Europe – Poland and the Czech Republic, and Turkey. In addition, a US office has recently opened for the North American market, and new branches will soon be operational in Brazil and Russia. Thus, clients receive support from local Italcarrelli technicians: qualified personnel trained directly from the headquarters, speaking the clients' language, already on site and supplied with a stock of original spare parts. "The decision to expand into Europe and beyond was the next logical step after consolidating our presence in certain markets. In this way we can offer a service that aims to improve more and more, combined with the experience of our team, the resolution of possible snags and the creation of relationships with the local businesses to make them feel that they have chosen the best partner for handling operations," said Ital-

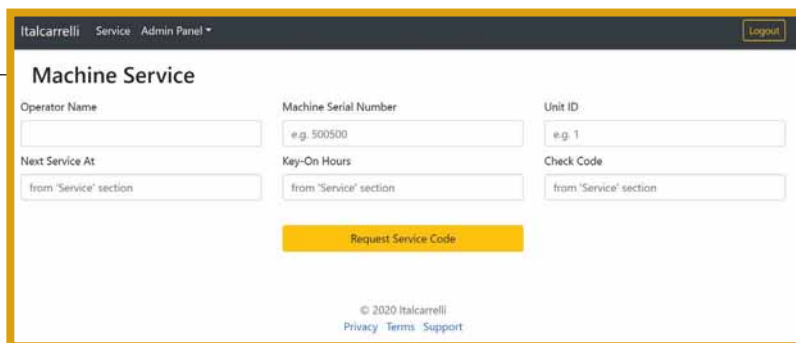
carrelli Sales Manager, Davide Schiavon. Strong customer assistance has also resulted in the creation of additional remote systems and services to ensure constant operational safety, detect regular check-ups to be carried out, or maintenance. The Remote Assistance Unit is a service thanks to which the company's technicians can be connected with any machine at any time and perform check-ups, debugs, modify parameters, update the software and so on. Moreover, the Italcarrelli Software Department has designed an application that allows to constantly monitoring the status of each machine in order to perform service or other maintenance.

AFTER SALE SERVICE MANAGEMENT SOFTWARE

Last but not least, the com-

pany has created an after sale service management software that allows both Italcarrelli operators and clients to have a record of all the interventions and maintenance that have been carried out in the past, on each and every vehicle. This remote maintenance system ensures predictive maintenance planning customised for each client's fleet, minimising future repairs, for excellent efficiency and performance of the equipment. Italcarrelli after-sales support network allows being even timelier in assistance, ensuring a substantial local presence focused on operational support and on-site services in all the main international markets and clients based there. The company deals with all the

maintenance planning and necessary interventions and offers a wide range of solutions such as full-service contracts, allowing its customers to concentrate on their main activity with the assurance that a qualified team is handling their fleet. Maintenance, original spare parts, security checks and much more, Italcarrelli is close to its customers with a tailored support service, solid service network and expert technicians.



ITALCARRELLI Srl

ITALCARRELLI®
TOP HANDLING SOLUTIONS SINCE 1962

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