

Kieselstein launches new service enquiry tool

Customers of German wire machine producer Kieselstein can use a new service tool for placing their enquiries.

The company recognised a problem with the existing process. A maintenance person who identifies a need for spare parts, for example, might not have the opportunity to send the enquiry, and might have to address the request to a purchasing department.

The requirements would have to be specified, and technical documents placed at the purchaser's disposal, for forwarding by email to the supplier.

Kieselstein intends to facilitate this often-laborious process with a tool provided on its spare parts website.

The customer can choose either a request for spare parts or services, or to address an individual request to Kieselstein, and then has the option to upload pictures or files containing details about the enquiry, or to add contact details directly from the mobile device being used.

This can be done directly at the machine. Pictures of the machine label and the required spare part can be

added, as well as a photo of the business card, before the enquiry is sent to Kieselstein.

The company will also distribute stickers that can be attached to the plant, to display a QR code that leads directly to the service enquiry portal.

Kieselstein is able to process enquiries not only for their own plants, but also for plants of other drawing machine brands.

Kieselstein International GmbH
www.kieselstein.com