



MAHA establishes the MAHA SERVICE CENTER to provide the highest level of customer service

- Customer experience will be even more important at MAHA in the future. As of 1 April 2018, the MAHA SERVICE CENTER will consolidate all services of the MAHA Group under one roof. In future, it will include the departments Customer Service/Installation, Training/Hotline and Spare Parts Processing/Warranty.

Haldenwang, 29 March 2018. In the past, the various functions at MAHA worked autonomously and were not completely integrated. Up to now, there were different contact persons for each request, which in turn were available under different telephone numbers. This was not only complicated and time-consuming for the customer, but it also meant that inquiries were sometimes processed several times by various departments.

Stronger integration and clear responsibilities

In the future, the MAHA SERVICE CENTER will guarantee a more efficient and effective processing of all service-related inquiries by setting up a joint SERVICE DESK. This will create a unique selling point on the market, which will contribute to the image enhancement of the entire MAHA Group in the long term. The aim is to further increase customer satisfaction.

The SERVICE DESK is the lifeblood, as service requests are received centrally through all communication channels. Three employees will handle the incoming requests and take care of every request. With a ticket system the customer inquiry is registered with a short description of the problem and, if necessary, the customer is connected to the appropriate contact person. Since all relevant data is already available at a glance with the ticket, fast support is ensured. Alternatively, customers also have the option to submit a ticket online at any time, which is then available to the SERVICE DESK for immediate processing when work commences. The current processing status of the ticket can be viewed by the customer.

"By consolidating our service divisions, we are increasing the benefits for our customers in the long term," says Robert Forderer, Managing Director of AutomoTec GmbH. "We want to solve problems as quickly as possible and with the least possible effort for the customer. Up to now there have been various contact persons according to the type of problem. Now the customer only has to remember one number: +49 8374 585 100."



The MAHA SERVICE CENTER is divided into three main departments: Customer Service/Installation, Training/Hotline and Spare Parts Processing/Warranty. Each of these departments is managed by a Service Manager. In the Customer Service department, assembly, preventive maintenance and on-site maintenance are planned and carried out at the customer's premises. With numerous service centers in Germany and worldwide, the customer service guarantees a uniform service - regardless of the location of the products.

The Training/Hotline department also offers customers a comprehensive training programme, ranging from open training courses at MAHA service centers to tailor-made in-house training courses at the customer's premises. For short-term support for problems or questions, the hotline staff is available with their expert knowledge and can be reached from now on via the above-mentioned telephone number.

MAHA products are synonymous with the highest quality and reliability on the market. However, in the event that a part should fail, the Spare Parts department ensures a quick and uncomplicated supply of the appropriate spare parts. MAHA guarantees the availability of all spare parts for a period of at least ten years, so that the functionality of older models can also be maintained. The Spare Parts Processing/Warranty department then checks the individual inquiries with regard to warranty, guarantee and goodwill.

"I am looking forward to the launch of our MAHA SERVICE CENTER on 1 April, because we will offer our customers considerable added value in the future," says Robert Forderer. "All the departments involved in our company have been actively and enthusiastically involved in this project from the very beginning, so I am sure that our new service offer will be a complete success."

You can find more information about the new MAHA SERVICE CENTER under:

<http://www.maha.de/service-center.htm>



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More information released by MAHA is available on the Internet:

www.maha.de/news and www.maha.de

MAHA – an overview:

MAHA Maschinenbau Haldenwang GmbH & Co. KG, with its brands MAHA, SLiFT and hetra, is one of the world's leading manufacturers of workshop and vehicle inspection equipment. MAHA's product portfolio covers all areas, spanning inspection and safety engineering, chassis equipment, vehicle lifts, power measurement, diagnostic tools and emission analysis technology. MAHA's ability to link devices in one intelligent network makes it an effective business partner for any vehicle manufacturers, inspection organisations and workshops that deal with cars, utility vehicles, motorcycles or agricultural machinery. The complementary services that the company provides, in the areas of planning, training and service, complete the portfolio. As a company with an international outlook, MAHA operates a total of four production sites in Europe, Africa and the USA and a global sales and service network in over 150 countries. As at 31 March 2017, the company employed a total of 1,348 staff worldwide. In the previous fiscal year, its sales exceeded €170 million. When the pioneer Winfried Rauch set up the business and manufactured the first brake test bench in 1969, he laid the foundations for a company that is now able to shape the future of mobility worldwide. On top of this, the company takes on a high level of social responsibility with the MAHA foundations and further bolsters confidence in all its products and services as reliable investments.