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Vecoplan is consistently expanding its services:

The focus on the customer

Vecoplan continues to expand its service to provide even better support for customers. This will increase the availability of customers' equipment. To achieve this goal, the machine builder is establishing branches in selected locations, most recently in France. Most problems with systems can also be identified and resolved remotely with the powerful Vecoplan Smart Center (VSC) digitalisation concept. Vecoplan also offers various service level agreements for individual support.

In the Vecoplan Smart Center (VSC), the company has developed a powerful digitalisation concept, which enables intelligent networking between humans and machines. One component is the modern communication interface VSC.connect. This is complemented by the integrated and intuitive control panel VSC.control, which serves as a communication medium for machine control while maintaining connection with Vecoplan. "Thanks to the connection to the cloud, our technician can directly access the panel to assist the customer's employee with operation and service," explains Patrick Pfeiffer, Service Sales Manager at Vecoplan. "Thanks to the VSC, we can optimally restart equipment in more than 80 percent of cases."

Since introducing the VSC in 2019, Vecoplan has expanded its digitalisation concept with additional digital services. These include online commissioning, remote service, key performance indicators (KPIs) and access to a media database. To use these digital services, users simply need to network their machines using VSC.connect. "Our customers can now also access service tutorials that we have developed in-house. This provides them with quick self-help, significantly simplifying tasks, such as changing cutting tips," says Pfeiffer. The brief four-minute videos clearly and understandably summarise the key points from the user manual.

On site – worldwide

In recent years, Vecoplan has established subsidiaries throughout Europe, including locations in the USA, UK, Italy, Poland and Spain. These subsidiaries have been closely integrated into the Vecoplan Group, bringing sales and service even closer to the customer.

“Following the successful integration in Italy, we also opened our own branch in France in 2023,” says Patrick Pfeiffer. “Our main focus in Vecoplan France is on service and sales.” In this way, Vecoplan provides on-site support for its French customers. Experienced technicians and modern tools are available for service and the after-sales business. This facilitates communication within the company during the design and implementation of Vecoplan systems and reduces the number of interfaces.

The subsidiaries primarily impress customers with the consulting expertise of specialists from their own countries. “In France, we have French contact persons and service technicians, as well as a French sales organisation – and we deliver spare parts from France to France”, explains Pfeiffer. “Simply by speaking the same language, we have much more affinity with the customers.” The French service personnel has had very positive feedback about this aspect from customers, who feel more comfortable speaking their own language to the Vecoplan experts, especially when describing any issues they may have. This also creates a good basis for more intensive exchanges with customers regarding the further development of machines that will match their preferences, for instance. Vecoplan is continuously expanding its international sites. For example, a company building and warehouse are currently being set up in France.

Customising service for individual customers

“We constantly strive to offer our customers a service that exactly matches their needs”, says Patrick Pfeiffer. “We customise our services individually to each customer with our service level agreements.” Users can add ‘Basic,’ ‘Plus,’ or ‘Ultimate’ service packages according to their needs. Customers can choose to have extended on-call availability or faster response times, increasing the availability of their machines and equipment.

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Meta title: Vecoplan is consistently expanding its services

Meta description: Vecoplan offers a highly efficient digitalisation concept. The machine manufacturer is also establishing subsidiaries and offering various service-level agreements to customers.

Photo captions:



Photo 1: Vecoplan AG's subsidiaries provide reliable on-site support. Customers always have a contact person who knows their market intimately.



Photo 2: With the modern VSC.connect communication interface, users can network their machines.



Photo 3: Patrick Pfeiffer, Service Sales Manager, Vecoplan AG

Photo credits: Vecoplan AG

The high-resolution image material is available [here](#) to download.

Vecoplan AG is a producer and supplier of machines and systems for processing and handling primary and secondary raw materials for material and thermal recycling. These include wood, biomass, plastics, paper, other materials, and household and commercial waste. The company lays the foundation for functioning recycling thanks to its extensive portfolio. Vecoplan supports its customers as a partner for single-machine orders, complex plants, and mega projects. 580 employees currently work at the company's sites in Germany, the USA, the UK, Spain, Poland, Italy, and France.

Vecoplan AG

Vor der Bitz 10

56470 Bad Marienberg

Germany

Tel.: +49 2661 62670

Fax: +49 2661 626770

E-mail: welcome@vecoplan.com

www.vecoplan.com

Press release



Press contact:

Bernadette Schlosser

Head of Marketing

Tel.: +49 2661 6267-137

E-Mail: bernadette.schlosser@vecoplan.com

Please forward a copy to our agency:

a1kommunikation Schweizer GmbH

Eva Neubert

Oberdorfstraße 31A

70794 Filderstadt, Germany

Tel.: +49 711 9454 161-27

E-mail: ene@a1kommunikation.de

www.a1kommunikation.de