

Customer Service 4.0

Exploring New Ground

LIEBHERR

Presentation Outline

1. Customer Service
Introduction
2. New Remote Service tool
3. LHM 420 delivered to
Argentina



Customer Service 4.0

Introduction



- Liebherr provides effective support to its customers
- A well-organised worldwide network of highly qualified and factory trained service engineers and technical advisors
 - Testing
 - Shipment
 - Training
 - Technical Service & Maintenance
 - Upgrades and Retrofits
 - Spare Parts

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Introduction



Testing

- Extensive testing programme
- Detailed examination of all electrical and hydraulic installations
- Final adjustments and proof of all crane's functions



Shipment

- Located at the Baltic Sea
- Fast and effective shipment of large maritime cranes
- Cranes can be transported fully- or semi-assembled
- Fast commissioning



Training

- Wide range of flexible, high quality training solutions
- Train customers' engineers in all aspects of crane maintenance
- Reduce crane downtime to a minimum

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Introduction



Service & Maintenance

- 408 experienced, multi-skilled and factory-trained service engineers
- Almost 40 service centres around the globe
- Available ad hoc or on a contractual basis



Upgrades & Retrofits

- Upgrades due to operational requirements
- Extend the service life of an older crane
- Retrofits of existing drive systems



Spare Parts

- Original spare parts (OEM) & service staff available 24/7
- Availability of components over the whole service life
- Liebherr recommends a steady supply of critical spare parts on-site

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New Remote Service tool

- Audio and video calls
- Chat function
- Screen sharing
- Image and document exchange
- White boarding functions

→ Real-time, fast and effective
customer support



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LHM 420 was shipped to Argentina completely disassembled



Liebherr Argentina had no experiences with a LHM 420

Due to Covid-19 no technician was able to travel and support on-site

Customer Service in times of COVID-19

LHM 420 delivered to Argentina



Technical Advisor wrote a detailed assembly instruction to assemble the crane with help of a remote „supervisor“ from Rostock

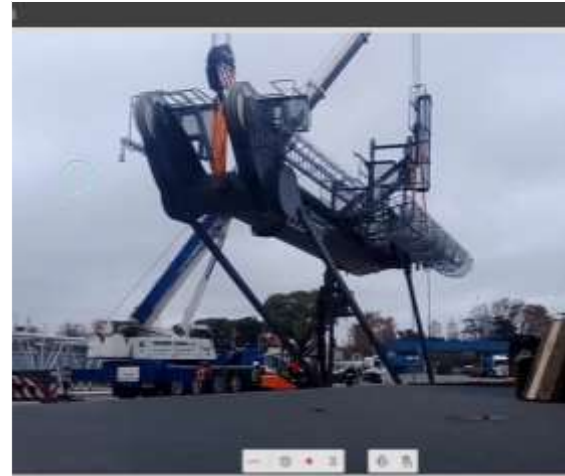


Liebherr Argentina organized the needed equipment



A Service Engineer in Rostock adapted his working hours to Argentinean time and was available around the clock to assist

Impressions of the Remote-App



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LHM 420 delivered to Argentina



- Crane was build up in time
- Customer Service worked on a remote app solution before → effective and helpful tool was already there
- Euroamerica is very satisfied about the help via remote app
- Visit Liebherr.com for the whole story:
<https://www.liebherr.com/en/deu/latest-news/stories/remote-assembly/remote-assembly.html>

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Thank you for your kind interest