

GLOBAL SOLUTIONS

GLEASON CORPORATION • KEEPING THE WORLD IN MOTION™ • GEAR EXPO & EMO SHOW ISSUE • VOL. 1, NO. 2

EUROPE

Gears Up!

Gleason Technical Support Centers in Kassel, Germany and Bologna, Italy have put a full array of services and capabilities in close proximity to customers. Now improvements in productivity and reductions in non-productive time are closer than ever.

The two managers of the Kassel and Bologna Technical Support Centers respond differently when asked about the most important aspect of their capabilities.

“It’s the ability to respond more quickly to customers in need, saving them valuable time and money,” says Kassel Technical Support Center Manager Ralf Nierlein.

“Yes, but it’s the comprehensive services we can offer that keeps increasing our customers’ utilization of our Technical Center,” says Marco Tassoni, Bologna Technical Support Center Manager.

Customers say they’re both right.

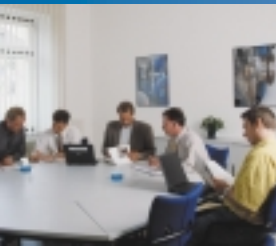
With the strategic positioning of these Gleason Technical Support Centers

minutes from important gear manufacturing operations, Gleason customers are enjoying a higher level of hands-on service and support.

“Rather than just reacting to problems when they occur, we now have the ability to work more closely with customers on preventive maintenance and other day-to-day issues,” says Mr. Nierlein. “We can concentrate on how to improve things that will have a big impact later, like tool life, quality, and deliveries.”

- Manufacturing Sites
- ▲ Sales Offices
- Customer Technical Support Centers





Technical Assistance



Spare, Repair Parts



Tool Sharpening,
Coating



Metrology



Application Engineering



Training

Mr. Tassoni's customers in the Bologna area are increasingly taking advantage of his center's ability to enhance gear manufacturing operations that are expected to operate with fewer personnel every year.

"Our customers have a growing confidence in our ability to take on any and all service and support challenges, from simple technical assistance and repairs, to tool resharping and coating, to the actual design and manufacture of workholding equipment and automation," says Mr. Tassoni.

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Kassel Technical Support Center



Bologna Technical Support Center



For more information on the full capabilities of both European Technical Support Centers, contact:

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