

GF Machining Solutions

At a glance

We enable our customers to run their businesses efficiently and effectively by offering innovative Milling, EDM, Laser, Spindle, Automation and Tooling solutions. A comprehensive package of Customer Services completes our proposition.

www.gfms.com

GF Machining Solutions

Service + Success

We take you to new heights

+GF+

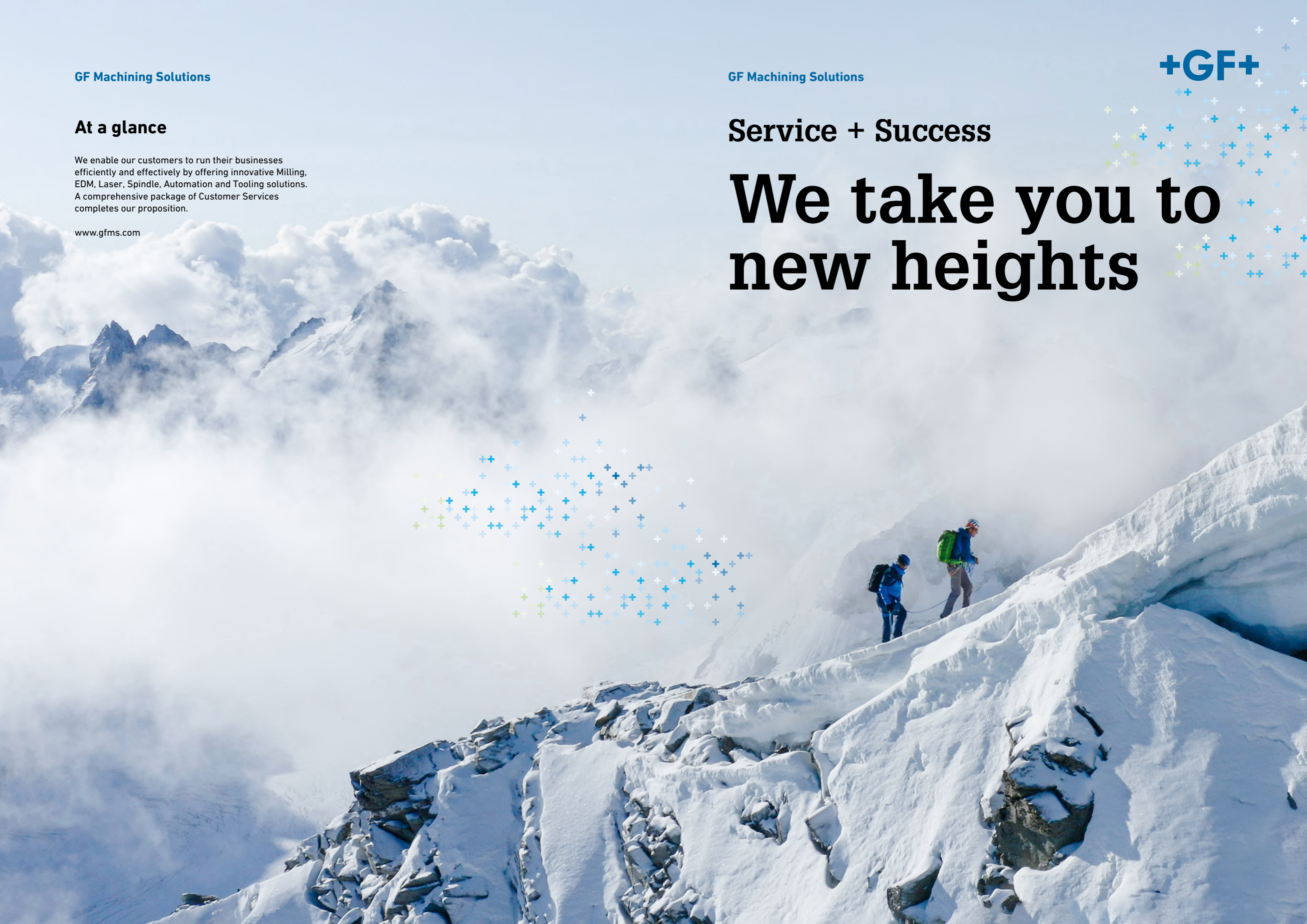




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Service + Success

Guiding your ascent

Whether it is Milling, EDM, Laser Texturing or Additive Manufacturing, we guide you throughout the entire lifecycle of our Machining and Automation tools in order to help you reach your peak performance.

Our trusted experts backed by our latest cutting-edge, intelligent Digital Solutions, provide a full range of services.

Count on our global network of competence centers to drive your improvement processes, whatever your needs, wherever you are.

A range of services

Operational steering

Hands-on and operational service interventions with supply of consumables and wear parts.

Advanced diagnosis

Machine check-up, preventive maintenance and advanced services including original spare parts availability in our hubs around the world.

Certification

State-of-the-art referencing by industry sector and by machining equipment.

Upgrades

Adds value to the original machine investment to achieve higher sustainable lasting productivity.

Training

A performance-oriented academy with a human-centric approach to knowledge transfer; realize the full potential of our solutions.

Transformation

A strategic partnership offering everything from made-to-measure advice on business model evolution to industrial implementation.

Financial solutions

Optimize operating costs with minimal initial expenditure programs and leasing options.



Competence centers

Count on our trusted GF Machining Solutions service experts and our competence centers located in key industrial hubs around the globe, anywhere and anytime.

- + Global headquarters (Biel, Switzerland)
- + Production plant
- + Sales and Service subsidiaries incl. Center of Competence



Our Success Packs

All-inclusive service

We have served a spectrum of industrial segments since 1802 and remain dedicated to providing a first-class combination of services.

Today, we are introducing our Success Packs to maximise your return on investment and empower you in your quest for success - across all industrial segments.



Find your Success Pack

Our subscription packs feature a comprehensive range of services that guarantee the access and support you need to get the most out of your assets today, while preparing for the challenges of tomorrow.



Silver+
Secure
your future



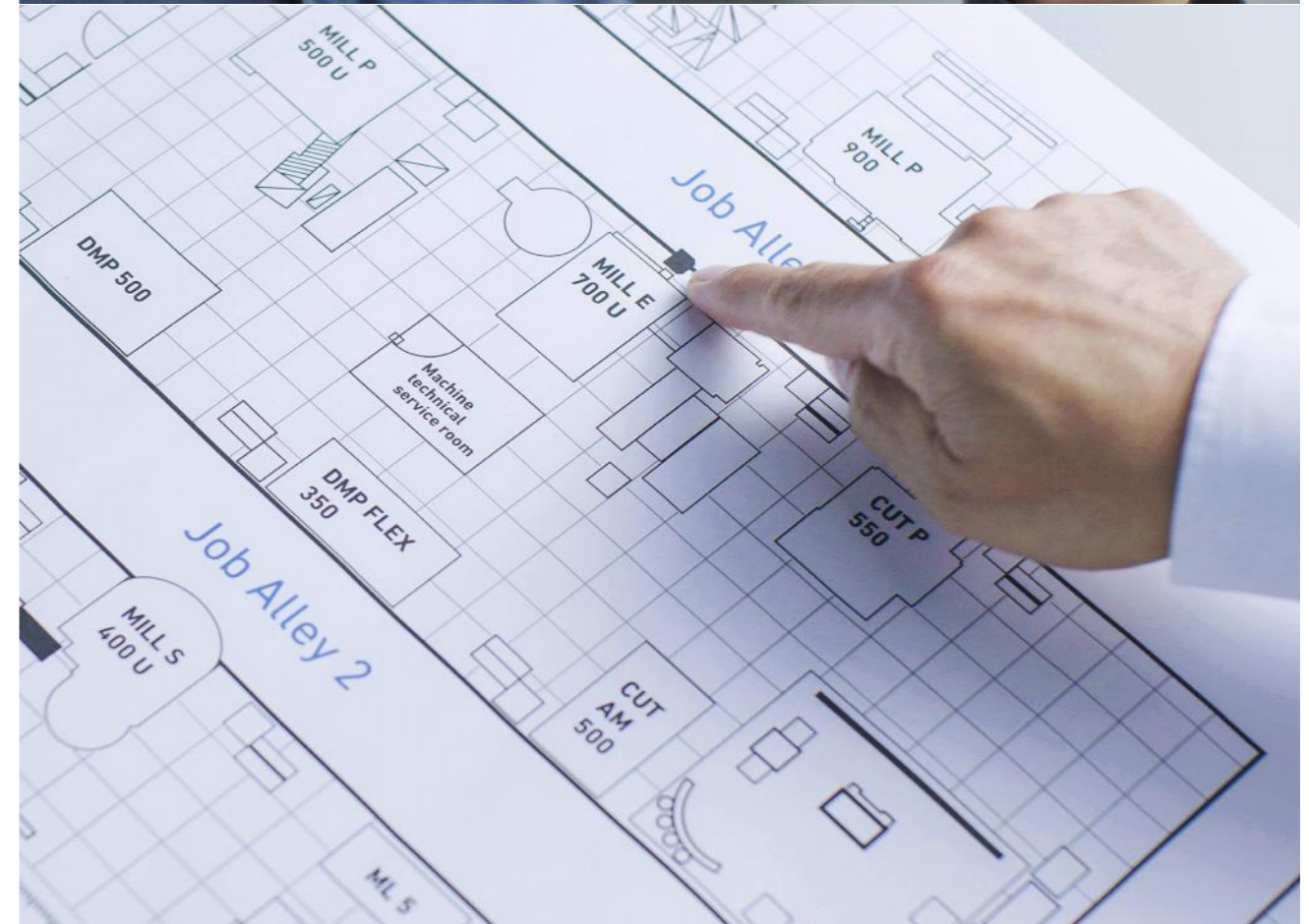
Silver
Set the foundation
for growth



Bronze+
Achieve flawless
production



Bronze
Get back on
track fast



Bronze

Get back on track fast



12x

Twelve times faster recovery than with any on-site, scheduled intervention.

About you

You produce highly qualitative parts to tight delivery time-frames. If anything were to go wrong, your production output would be directly impacted in proportion to the length of interruption.

About the Bronze Success Pack

Your machine is in expert hands: you are guaranteed an accurate and quick diagnosis followed by swift intervention. If needed, a combination of solutions allows you to get up running quickly and efficiently thanks to our live remote assistance, as if we were physically at your side. You get fast track service intervention scheduling, meaning no more downtime.

Distinctive services



Hotline

Free dedicated support by phone during local standard working days.



rConnect

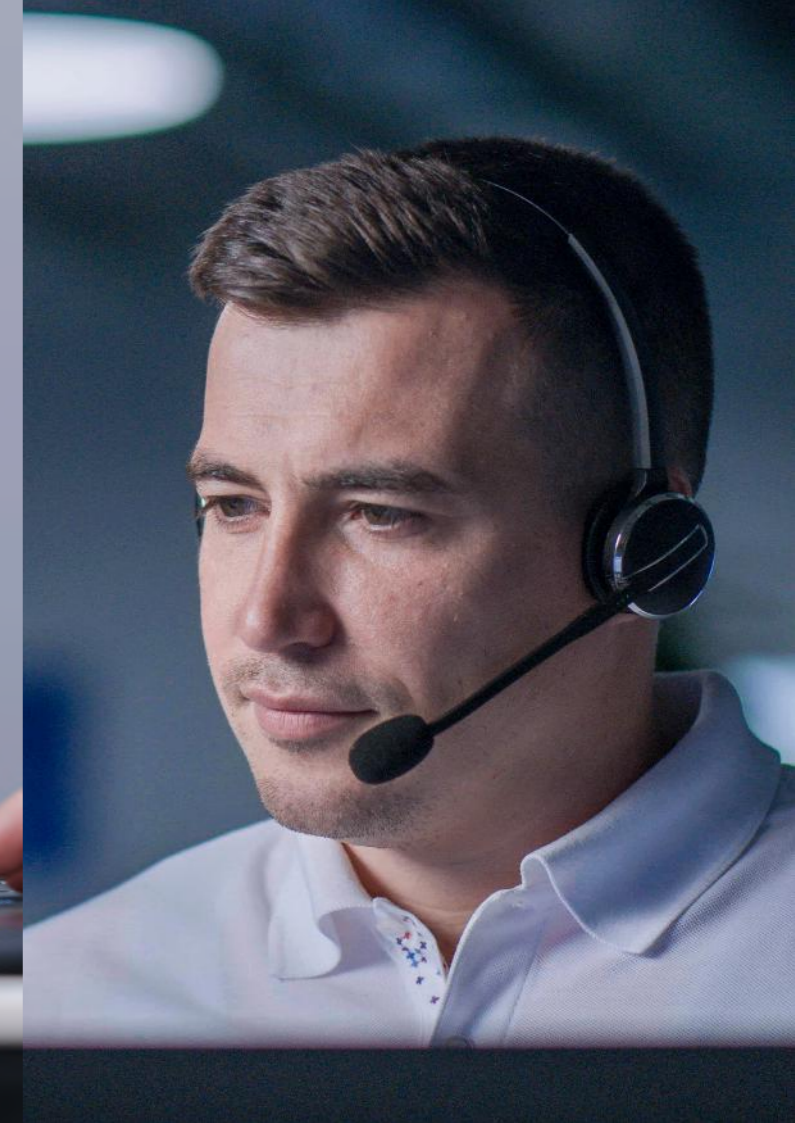
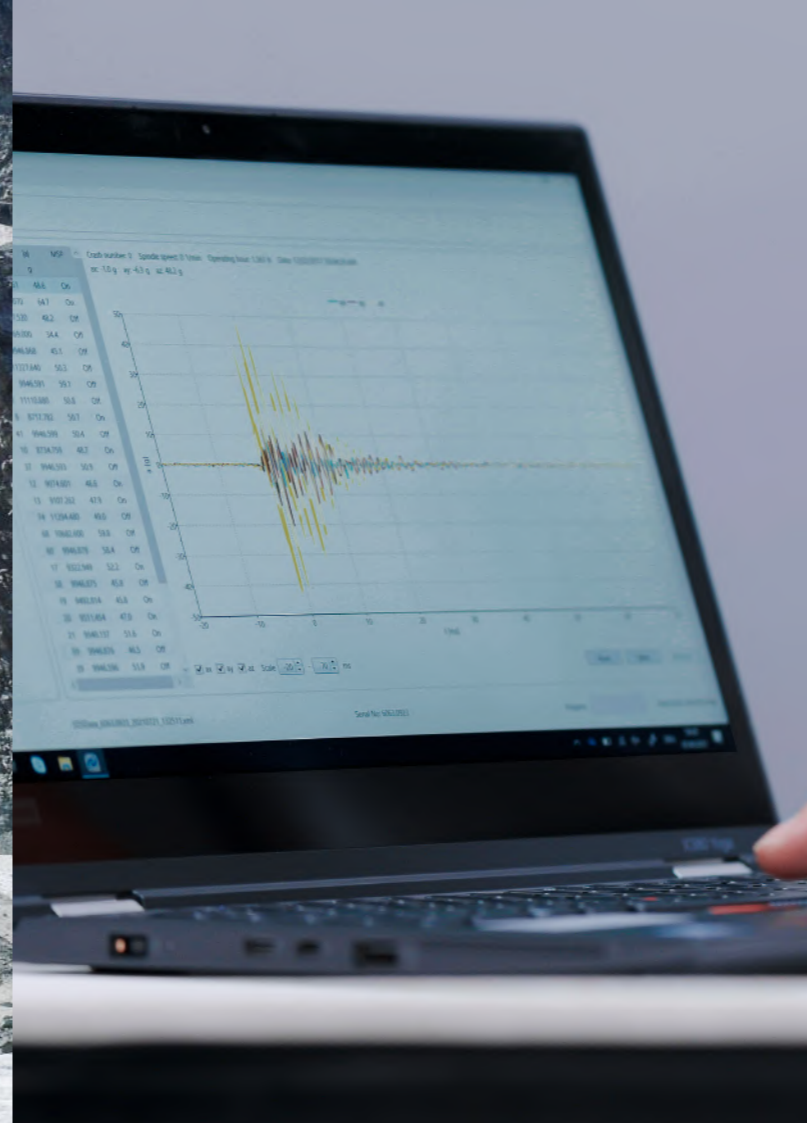
Digital assistance tools including remote control and diagnostic, as well as smartphone messaging on machine status and job progress.



Speedy Access

Service request follow-up within 30 minutes and 1 hour call back as well as fast track scheduling for on-site intervention.

Bronze + Achieve flawless production



Zero time-out in assistance thanks to our night and day experts full availability.

About you

Some of your machine components are critical for your business: they are costly and play a critical role in your delivery. If damaged, they can reduce your uptime or lower your output quality. You may even operate an on-shift production plan with machines running at maximum production capacity. If anything goes wrong, we know that every minute counts. Your production output is affected in direct proportion to the length of any interruption.

About the Bronze+ Success Pack

The key component of your machine undergoes a deep analysis, allowing you to minimize risks and anticipate any potential failure. You have access to our expert technicians around clock, so nothing gets in the way of meeting your production forecasts.

Distinctive services



Advanced Diagnosis

Annual check-up on the key component of a machine (e.g. spindle for milling machines) with detailed report.



Extended Remote Support

rConnect support 24 hours a day during local standard working days (Monday to Friday).

Silver Set the foundation for growth



48h

Just two days to fully
proof and upgrade your
production plant.

About you

An industrial sector player with fierce competition generating pressure on margins; you need to identify levers to optimise your ROI.

About the Silver Success Pack

Genuine parts plan, maintenance kit, certified OEM maintenance and recurring upgrade: everything to increase the performance of your machines. Choose the Silver Success Pack and step up your turnover and profit ambitions by optimizing production and operating costs whilst maintaining the resale value of your equipment.

Distinctive services



Preventive Maintenance

An annual scheduled intervention on site including an OEM certified maintenance kit.



Discounts

Preferred pricing on parts and labor related to preventive maintenance and on-site intervention.



Certificate

Issued every year for customers using GF Machining Solutions certified wear parts and maintenance services.



Upgrade

Innovative upgrade.

Silver + Secure your future



Eliminate any risk that could impact the efficiency of your production.

About you

Your growth production plan has kicked off; you now need full security to deliver on ambitious goals.

About the Silver+ Success Pack

With the Silver+ Success Pack, you won't compromise the life cycle of your machine because all possible costs are covered; you eliminate risk for your company. You'll benefit from maximum security for your data and the precision stability of your key production tool. This way, you guarantee 100% stability and quality of your deliveries, and total satisfaction of your customers' requirements, so you can continue to grow and reach your goals with confidence.

Distinctive services



Secure Backup

Annual software backup on USB or clone on external device.



Ball Bar Testing

Yearly positioning performance check-up for NC machines according to high accurate measure of circular path.



Extended Warranty

Additional one year warranty with spare parts, Step-Tec spindles and labor included.

Services overview

 Bronze

 Bronze+

 Silver

 Silver+

Extended Warranty		Additional one year warranty with spare parts, Step-Tec spindles and labor included.							+	
Ball Bar Testing		Yearly positioning performance check-up for NC machines according to high accurate measure of circular path.							+	
Secure Backup		Annual software backup on USB or clone on external device.							+	
Upgrade		Innovative upgrade.						+	+	
Certificate		Issued every year for customers using GF Machining Solutions certified wear parts and maintenance services.						+	+	
Discounts		Preferred pricing on parts and labor related to preventive maintenance and on-site intervention.						+	+	
Preventive Maintenance		An annual scheduled intervention on site including an OEM certified maintenance kit.						+	+	
Extended Remote Support		rConnect support 24 hours a day during local standard working days (Monday to Friday).						+	+	+
Advanced Diagnosis		Annual check-up on the key component of your machine (e.g. spindle for milling machines) with detailed report.						+	+	+
Speedy Access		Service request follow-up within 30 minutes and 1 hour call back as well as fast track scheduling for on-site intervention.				+		+	+	+
rConnect		Digital assistance tools including remote control and diagnostic, as well as smartphone messaging on machine status and job progress.				+		+	+	+
Hotline		Free dedicated support by phone during local standard working days.				+		+	+	+