



EVERYTHING. STAY. BETTER.

Internal structure change for your efficiency  
+49 7402 74-7240  
[service.de@sw-machines.com](mailto:service.de@sw-machines.com)

Same Destination - Better Ways

# + lifehelp

## EVERYTHING. STAY. BETTER.

We work every day for your productivity. To be there for you even more efficiently, we have adapted our processes for you. You can now always reach us via the central service hotline number or by e-mail:



**+49 7402 74-7240**



**service.de@sw-machines.com**

## Your benefits at a glance

- Your request is the center of our attention
- Structured process flow from call acceptance to financial close
- Competent problem analysis by technical specialists on the hotline
- Professional preparation and planning of the technician deployment
- Central control of service technicians (field service)
- Effective communication and transparency for complete service process

## What you can expect



Same Destination - Better Ways



### International Service

For our subsidiaries, your local contacts continue to apply. The local service experts are available to you as usual.

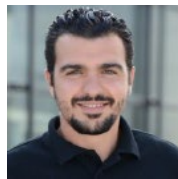
- SW-Italy
- SW-Polska
- SW-France
- SW-North America
- SW-Mexico
- SW-Asia

**Our service account managers are your additional contacts for questions about life Services.**

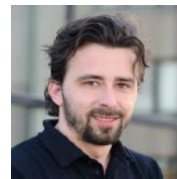
### Your Service Account Manager



Sebastian Michel  
sebastian.michel@sw-machines.com  
+49 7402 74-7162



Michele De Luca  
michele.deluca@sw-machines.com  
+49 7402 74-7547



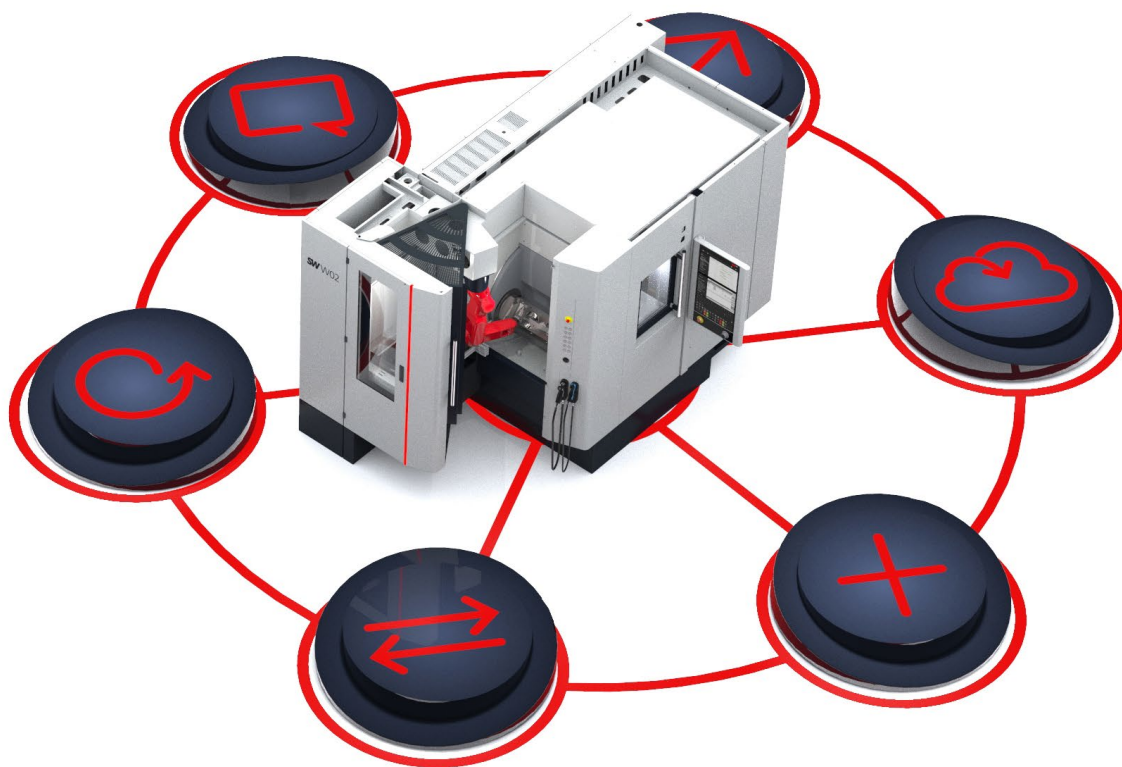
Eugen Dieser  
eugen.dieser@sw-machines.com  
+49 7402 74-7508

### Head of Service



Norbert Hils  
norbert.hils@sw-machines.com  
+49 7402 74-7320

# #beproactive SW **life Services**



With **life** you are connected to the producers of your SW machine - from the beginning until the end. Connected through a new type of service with the engineers, technicians and service people who have developed, tested and installed your production line. With our six life-cycle modules we, the Technology People, accompany you for the lifecycle of your system – at all times, in any place. **life**. That lasts. For the lifetime of

the machine. A functioning organism in which all life components interact intelligently. Whether for a single SW machine, a fully automated system or a complete production line. We supply and support everything for you to guarantee efficient production for years to come. The services cover tailor-made requirements in practice: Commissioning, training for employees, analysis of machine data, hotline and field service, spare parts for retrofit of

older machines.

We call this: SW **life Services**

**life academy**

**life startUp**

**life data**

**life help**

**life parts**

**life upgarde**

**VIDEO**



Can the QR code  
and explore our  
**life Services**

[www.sw-lifeservices.com](http://www.sw-lifeservices.com)