

Mission Service

by Agnes Zeiner

Leica Geosystems instruments and solutions are in use with our customers in all parts of the world. At the same time we are committed to providing the best support and service – no matter where the customer and instrument are located. A balancing act that our Central Technical Services Team and its partners perform every day.

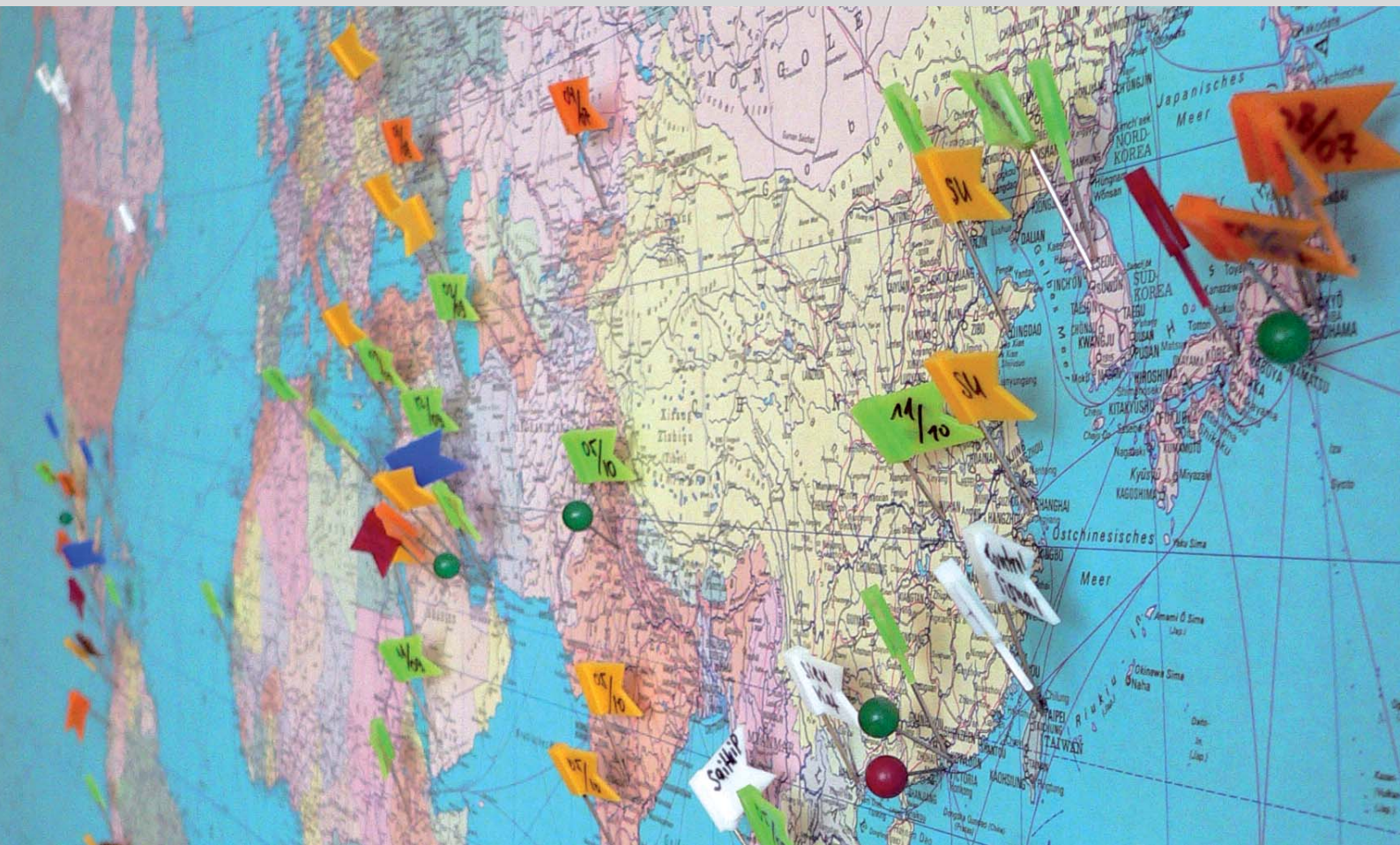
In the office of Peter Ammann, Manager of Central Technical Services (CTS) this morning the blinds are pulled half-way down as protection from the bright Swiss summer sun. “In the afternoons it can be almost unbearable in here,” he laughs – no special treatment for the manager of this 30+ strong CTS Team.

Ammann is a missionary. Not in the religious sense, but in the sense of his job, for all too often the duties of his team are equated with repairs. But technical service is only one part of the range of services that Leica Geosystems offers its customers. “We also define the framework for the scope of these services, ensure that it is implemented and continuously

monitor performance. The time it normally takes a customer to decide on a Leica Geosystems instrument is actually very short. But in the years that follow he will work with this instrument, upon which often his livelihood will depend. Therefore we are doing the right thing by focusing our efforts on this latter period,” explains Ammann.

The customer obtains a complete solution comprising product and service: With Leica Customer Care Packages, short CCPs, each customer can be offered a service package that corresponds exactly to his requirements – anything from a simple software update package right up to a “Gold Package” with comprehensive hard- and software service and extended warranty.

Leica Geosystems and its partners maintain a total of over 200 certified service centers worldwide. Every three years, these centers are audited to ensure that the specified standards are being observed. This task is performed during a service audit as part of the quality assurance system. “These audits are also used as an opportunity to discuss any issues with our partners, since this is a way of bringing about improvements in working processes, e.g. by mak-



ing small changes in infrastructure or investment. And that has a direct effect on the throughput of instruments received for servicing and repair,” adds Peter Ammann.

How to ensure that all our customers – wherever they may be in the world – receive the same service?

Not so simple, admits the head of CTS. “We are of course often out in the field to see that our service standards are kept universally high. And our partners also invest a great deal.” He leads us through to a large room – a workshop, we assume. Ammann laughs: “No, it’s a training room. Every new technician appointed by a Leica Geosystems service partner comes first to us here in Heerbrugg, Switzerland. Here the technicians learn about all our instruments, so that servicing can take place locally without any problems and the customer receives his instrument back as quickly as possible. Our experienced technicians also become involved when Leica Geosystems brings a new, innovative product to market.” For this knowledge gained from servicing is first hand information, which then flows back into new product developments.

“Factors such as Customer Care Packages, the assured quality in our certified service workshops and continuous education of our globally active service technicians create trust. And if our customers trust Leica Geosystems now, they will decide in our favour in the future too,” says Peter Ammann confidently. ■



■ CTS staff member Guido Grossmann adjusting a Leica TCP1205+ total station.