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EDITION 2/2007

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### Spotlight › DMG SERVICE SOLUTIONS

## An area-wide service network for fast support

### Customer story.

#### Smith's Machine, Cottondale, AL.

#### Fast reaction times!

If you have the need, spare parts can be made available within a matter of hours

With 11 DMG machine tools, **Tim Smith**, VP of Smith's Machine, believes in the productivity and uptime the equipment has given him over the years. In fact, they've had minimum downtime with the first machine they bought in 2000. "It's as efficient now in allowing us to quote jobs as if I bought it brand new today," he says.

When the company purchased DMG TWIN 65 machines, and they were still developing in-house programming capabilities, Smith decided to let DMG's application engineering department program some of their first parts. They also let DMG handle other part programming jobs when they experience high work volumes.



*Robert Smith, VP and Tim Smith, VP Engineering*

Smith says, "With this new 8-axis technology (of their TWIN 65 machines), we felt more comfortable buying the programming from DMG than doing it ourselves. So it was a joint learning event because we needed to learn the technology and discover how to really use and apply the twin spindle concepts along with being trained to load and unload the material and handle the machines' automation."

Service is also very important to Smith, he adds, "What I really like about the DMG technicians is that they are very qualified. In most cases they have had weeks of factory training versus days as with some other machine tool companies. They definitely supersede the service people that we get with other vendors."

Another service used by Smith is the DMG Hotline. He says, "What's nice about the Hotline is DMG has done a good job of making the initial contact for service easy and fast, which is very important in getting the machine up and running again."

A DMG Powertools software solution is also used by Smith, the DMG Messenger. It allows personnel to access the status of a machine at anytime and independently of the factory location. In the event of a shut-down or even a status check, it notifies the operator of all relevant processes by the control using email or text message on a cell phone.



**Jürgen Sauer, Managing Director,  
Sauer & Sohn K.G., Dieburg, Germany:**

“With regard to service, DMG understands the time-sensitive nature of our business so that very short reaction times have been realized, leading the way to success.”



**Kees Coremans, Plant Owner,  
Coremans B.V., Rilland, Netherlands:**

“Our decision in favor of DMG is based on the expertise of the DMG Service team. DMG Service in the Netherlands is fast and technologically superb. DMG will continue to be our favorite partner.”



**Christian Caleffi, Quality Control,  
Caleffi Srl Lavorazioni, Modena, Italy:**

“For Caleffi, it is an honor and a challenge to be a partner and supplier of world class brands in the sector of auto and motorcycle racing. The Caleffi family has chosen DMG in order to meet the rising demands of our customers. Due to the reliability of DMG machines and the high degree of expertise and quality of DMG Service, we now have pioneering technology at our disposal.”

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