

OGT

At the service of its customers – always

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OLIVOTTO GLASS TECHNOLOGIES



Quality, availability, professionalism, effectiveness and speed of the service offered have always been the milestones of Olivotto Glass Technologies After Sales Department. The achievement of the targets requested by customers, by means of compliance with contractual specifications, as well as the efficient resolution of technical problems, are the goals to be achieved with end customers' unconditional satisfaction.

OGT's After Sales team is made up of highly specialized engineers and technicians with proven professionalism and experience who are extremely atten-

tive to customers' requests and needs, with prompt and high quality technical assistance service. Thanks to these unique features, OGT is able to establish a solid partnership with its customers, based on mutual collaboration, trust and unconditional professionalism of its after-sales department.

THE MISSION OF OGT'S AFTER SALES DEPARTMENT

Technical assistance and, more generally, after-sales service, has taken on an increasingly important role for OGT, a real added value offered to its customers. The demands of a globally competitive market

force the glass manufacturers to perform faster and more effective production campaigns. In this context, the number and duration of production line stop-



After-sales are as important as the actual sales of products and machinery, and this is why it is essential to have specialized personnel handling customer satisfaction. In this article, Olivotto Glass Technologies takes us through how it guarantees this part of its work, also remotely, and – more important in this period – during a pandemic.

pages become a primary and critical factor in a production plant. For these reasons, the available time for maintenance and for technical service operations need to be reduced.

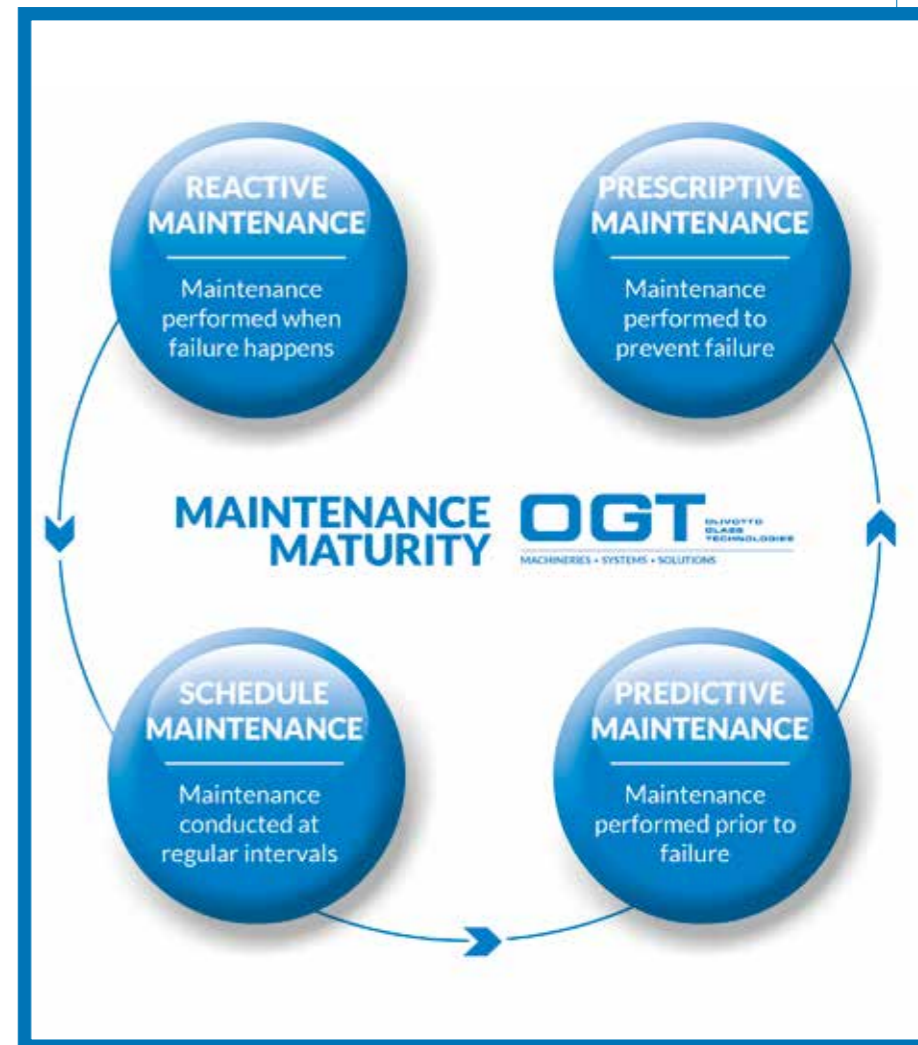
To meet this demand, OGT is constantly looking for cutting-edge technical solutions in order to update its products to the utmost, but also make them more reliable and user-friendly with direct improvements in production performance.

The ongoing technological evolution has not only made it directly possible to reduce the number of scheduled and special maintenance operations, but has also indirectly decreased the number of unexpected malfunctions.

New technologies applied to OGT's machines have allowed to use special software for predictive and prescriptive diagnosis aimed at avoiding and reducing unexpected production line downtime and ensuring improved support for end users.

OGT's After Sales Department is also able to respond to customer needs by means of targeted and effective real time response, guaranteeing non-stop service 24/7 in any situation at any time.

OGT's GDS Gearless Direct Driving Technology, applied to automatic press machines, along with OGT's 4.0 approach applied to Press and Blow machines (O90 machines), are just an example of OGT Maintenance Maturity machines.



REMOTE ASSISTANCE SERVICE AT OGT

OGT has, since the development of new electronic control systems in the early 2000s, started using software and devices dedicated to assist its customers remotely.

From the very first remote assistance systems based on slow speed modem communication, up to the high speed and modern systems

based on VPN connection via WEB, OGT has always been able to remotely assist its customers and support them for any need.

Thanks to web connected machines and to the use of software for remote assistance, OGT created a technical assistance global network which is always connected to its customers (OGT's machines become 'IoT equipment').

OGT'S TECHNICAL SERVICE DURING THE ONGOING GLOBAL PANDEMIC ...

The 20 years of experience achieved in remote assistance solutions and the attention to the technical service avoided OGT being unprepared to face the contingent needs of the moment created by the well-known and sudden global pandemic emergency. Olivotto has been giving continuity to a way of service that was already perfectly integrated into the 'standard' performance offered to its customers.

During the health emergency, despite the well-known travel restrictions caused by the global pandemic, OGT has always

been able to support its customers, with its presence on site, in all important services such as installation and commissioning of new machines. In this regard, OGT's After Sales Department has completed numerous installations and commissioning activities in different countries of the world, also those involving additional economic and personal efforts for OGT's after-sales staff.

Following national country regulations OGT's staff were subject to preventive quarantine periods of 14 days in total isolation and in vital conditions not certainly easy before starting their regular installation activities.



FOCUS ON 2020

Already in 2020, in total pandemic emergency, more than 16 installations were successfully completed along with the related commissioning of new machines in presence in more than 14 different countries all around the world.

The global pandemic crisis and health restrictions, in many cases different and variable from country to country, have certainly made the logistics of business trips very difficult and, in many cases, uncertain. Trips which, due to contingent needs, have been much more expensive despite time and objective problems, OGT was able to fulfil its duties by ensuring continuity of service, in presence, to its customers.

The professionalism and the spirit of sacrifice of OGT's after sales staff has allowed the completion of the set objectives with timely technical interventions in total compliance with the health regulations imposed by customer host countries.

Starting from March 2020, in compliance with the safety of its customers, all OGT's after sales team are subject to restrictive health regulations: periods of voluntary isolation following each technical intervention, timely monitoring of their health status (by means of molecular tests) before and after technical service. Regulations and instructions that, in many situations, go beyond the regulations imposed by the Italian State rules.

Thanks to this additional effort OGT is able to guarantee a 'Covid free' technical assistance service.



OGT'S SPARE PARTS SERVICE

During the health emergency, OGT continued to guarantee its spare parts supply service with quality and promptness by means of an innovative organization of the resources of component processing flow. OGT's spare parts warehouse has proved to be a resource of fundamental importance.

OGT has, in fact, continued to invest in a spare parts warehouse not only for the most widely consumed components, but also for all the most important components. This ensures

that OGT's customers can purchase spare parts with faster delivery times.

2021

While aware of the difficulties and uncertainty imposed by the ongoing global pandemic, 2021 is, for OGT, an interesting and challenging year. The 2020/2021 orders, in one of the most commercially complicated and difficult periods of the last ten years, has exceeded forecasts: an objective and undoubted demonstration of trust of the market towards OGT. Thanks to this trust, OGT and its staff are pre-

paring to face this still not easy year full of new goals and exciting new challenges. ■

OGT OLIVOTTO GLASS TECHNOLOGIES
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