



# WMF Services

PROVEN EXCELLENCE  
AROUND THE GLOBE



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# Customer Focus

WHATEVER THE CHALLENGE,  
WE PROVIDE THE SOLUTION.

"From hotels and restaurants to coffee bars and convenience stores. From offices to catering companies, WMF works with customers of all shapes and sizes. They truly understand the challenges of the coffee businesses which makes them first choice as the partner for my success."

## YOUR SUCCESS DEPENDS ON...



### Machine Availability

Your ability to serve your customers at all times.



### Coffee Quality

Serving your customer a premium and consistent coffee quality.



### Plannable Follow-up Costs

Avoiding surprises and finding the right level of commercial stability.



### Investment Protection

Maximising the lifetime of your coffee machine.



### Operational Skills

Making sure machine and staff work hand in hand to please your customers.



### Regulatory Compliance

Staying compliant with health, safety, security and environmental regulations.



## CUSTOMER SATISFACTION

Within a world where coffee still becomes more and more important to people, coffee drinkers expect the best quality and consistency of their favourite beverage. Paired with always on expectation that the technological advances of the last years has created, you need to be able to serve the customer when they demand it.

## COMMERCIAL SUCCESS

A professional coffee machine represents an excellent basis for commercial success. The challenge is to ensure the right level of financial stability to support your business plans with plannable follow-up costs and protection of your investments.



## DAY-TO-DAY OPERATIONS

The number of rules and regulations that you as a coffee machine operator have to comply with seems to be ever increasing. Paired with staff turnover, this represents a challenge to delivering the excellence you need in your day to day operations.

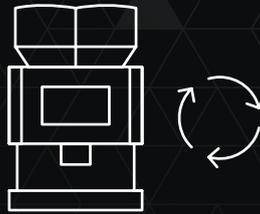
# Services Overview

FOR A LONG LIFE  
OF RELIABLE PERFORMANCE.

Our services are designed to provide your machines with state-of-the-art treatment throughout their operational life time. Integration of IoT and digital platform functionalities are great examples on how we continue to innovate our service portfolio. Our services are modular to let you choose the right level of support you need to be successful.



INSTALLATION



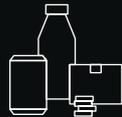
MAINTENANCE



REPAIR



ORIGINAL  
PARTS



CONSUMABLES



TRAINING



DIGITAL



FINANCING  
& LEASING



## INSTALLATION

*The right start to your success*

The day your new coffee machine is first installed is one of the most important days in its entire lifetime. It will determine how your staff and customers value the machine. As we all know, there is only one chance to make a first impression. We share your desire to make a perfect first impression and have designed our installation services with that ambition in mind. Compared to traditional machine-focused installation services, our trained professionals look beyond and properly embed the machine into its operational ecosystem.

### YOUR BENEFITS:

- Fast and safe start-up
- Water analysis to optimise settings
- Individual training and advice
- Customer-specific add-ons



## MAINTENANCE

The key to consistent quality

Unplanned downtime and deterioration of coffee quality are risk factors to your success. They create unhappy customers and commercial impacts. We understand this and have based our service concept on smart preventive maintenance. Driven by our long experience and intensive research, we examine your machine and replace the relevant components in a highly targeted way, to keep it in perfect shape. Digital monitoring is taking the effectiveness of our service concept to the next level.

### YOUR BENEFITS:

- High availability
- Investment protection and predictable costs
- Proactive checks to ensure quality
- Easy ordering of supplies and parts

## REPAIR

*By your side when you need us most*

Even the very best can have a weak moment. We know how stressful it can be for your customers, your staff and in fact your whole business if you encounter one of those rare moments where your coffee machine lets you down. Speed and competence are of the essence in such a situation to get your machine working again. Our mission is not only to get you back up and running but also to deliver sustainable repairs so your machine is good to go just like on day one.

### YOUR BENEFITS:

- Time-saving telephone support
- Expert on-site technicians
- High first-time fix rate
- Systematic checking, cleaning and descaling



# Global Presence

PROVEN EXCELLENCE AROUND THE GLOBE

LOCAL CAPABILITIES + SUPPORT INFRASTRUCTURE = CONSISTENT QUALITY



Each of our service partners around the world has a local service network with the capabilities to provide service in line with our global services portfolio.



All of our partners are embedded in our global service community, and have access to technical support, digital services, spare parts, consumables and training.



Our global service standards, KPIs and partner audits ensure that our partners provide service to the high level that we require and you expect.



## DID YOU KNOW...

**113**

our integrated service network reaches 113 countries?

**85,000**

more than 85,000 customers around the globe trust our service expertise?

**400**

our service technicians carry up to 400 spare parts with them in their car?

**230**

we service our coffee machines on 230 cruise ships around the world?

**1.2 million**

our service expertise is based on more than 1.2 million active machines?

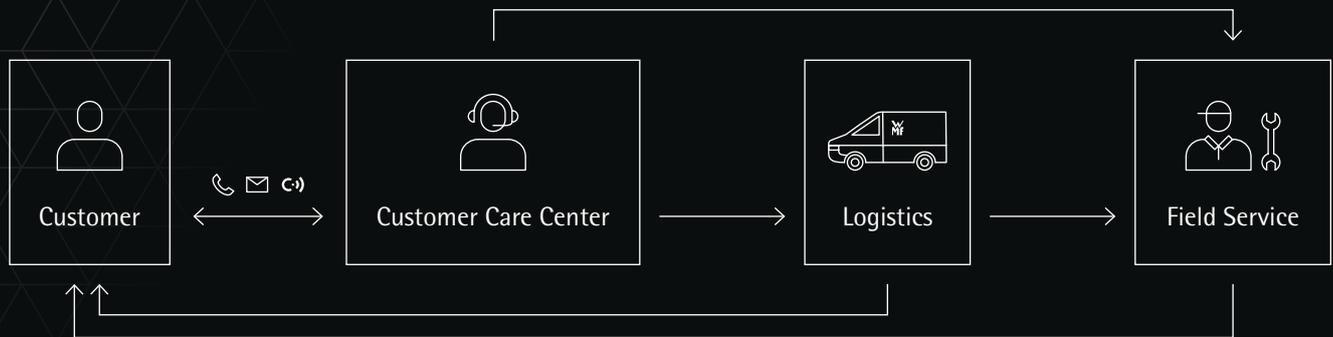
**100**

we have been doing this for almost 100 years?

# Service Process

DESIGNED FOR SUSTAINABLE CUSTOMER SUCCESS

"Our mission is to deliver competence with a personal touch, keeping the customer at the centre of everything we do."



## CUSTOMER CARE CENTER

The single point of contact for all services. Easy to reach via your preferred channel and in your local language. Providing competent support, taking ownership and managing your concern to resolution.



## FIELD SERVICE

Supporting you on-site with a fast, efficient service, our highly qualified technicians install, maintain and repair your coffee machines. They train and advise your staff and drive premium beverage quality based on their coffee competence.



## LOGISTICS

Worldwide delivery of high quality original spare parts and consumables is our mission. Smart planning algorithms paired with great experience allow us to support your business anytime, anywhere.

# Proven Excellence

## OUR KEY INGREDIENTS FOR YOUR SUCCESS



### 1. Unrivalled technical expertise

Our competent service experts are there to provide competent support and rapidly resolve any problems, they are backed up by the full weight of our global know-how.



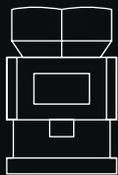
### 2. A reliable global partner

The WMF service network has global reach and a reputation for quality and reliability. You can always count on these values when working with us.



### 3. Focused on your success

All our efforts are aiming at the long-term success. We take pride in seeing so many of our customers among the best coffee businesses on the planet.



### 4. Driving innovation

At WMF, good is never good enough. We are developing innovative products and services to optimise your coffee business.



### 5. ... and by the way, we love coffee like you do!

Providing your customers with truly delicious coffee is not only our job, it's also our passion.



# Contact Details

GET IN TOUCH TO FIND OUT MORE

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DESIGNED TO PERFORM

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[wmf.com](http://wmf.com)