

## Unique wealth of experience ensures premium service



### From the coordinated coating to our own coating line

Personal consultation, coating app, order tracking, online live batch: CemeCon supports customers and interested parties in a wide variety of ways. The unique wealth of experience of the experts from Sales Support ensures the best possible individual support – regardless of whether it is a coordinated coating solution or a production-owned coating line. This is what makes a premium partner.

At CemeCon, tool manufacturers receive everything from a single source – from coating design and coating service to the coating system. In the world's largest coating center for cutting tools, the experts coat up to 80,000 precision tools daily with high-quality premium coatings on the premium systems developed and continuously optimized in-house. This is unique worldwide and brings enormous advantages for customers.

“The fact that we here in Würselen combine the complete know-how in one place ensures a comprehensive and versatile wealth of experience from which the customers benefit. This enables us to work closely together across all departments. This leads to an optimum exchange of knowledge and ensures the best possible support for our customers in all matters relating to their premium solution – whether it is a coordinated coating or a turnkey coating line in the customer's own production,” says Dennis Miranda, Head of Sales Support at CemeCon.

### With the coating app for coating recommendation

With the [Coating App](#), CemeCon also offers tool manufacturers a very special service: “On our website at [coating-app.cemecon.de](http://coating-app.cemecon.de) they can get an initial orientation for their premium coating – and that with just three clicks. Depending on the tool, application and the material to be processed, they receive a recommendation for the right coating material. This already defines 50 percent of the premium coating,” explains Dennis Miranda. For the other 50 percent, the experts coordinate the variants, parameters and process steps in personal discussions to precisely meet the respective requirements. The sales support team advises and supports customers and interested parties on all questions by telephone, e-mail, video conference and hopefully soon again personally.

## Experience coating technology live

You not only want support in the design of a coordinated coating solution for your precision tools, but are also interested in your own coating production with CemeCon technology? In addition to individual consultation by the Sales Support Team, CemeCon offers tool manufacturers and other interested parties online live batches to allow them to experience the coating technology and its advantages. Each of the free and non-binding online events is individual and can thus be tailored precisely to the needs of the respective customer.

In the Coating Technology area, the team also works closely with the colleague from Customer Care. This enables technology customers to be supported around the clock. The [experts from the Customer Care team](#) are available to customers 24 hours a day, seven days a week via hotline and online service.

By the way: Anyone who would like information on the status of their coating order around the clock can view the status of the order with [order tracking](#) and their personal access data on the CemeCon website. “In this way we want to give our customers more flexibility. They can find out at any time when their tools are ready for shipment,” adds Dennis Miranda. You do not have access yet? Your contact at Sales Support will be happy to help you!

## Contact Sales Support

**Expert team: Coating Service**



+49 2405 4470 123 or [coatingservice@cemecon.de](mailto:coatingservice@cemecon.de)

**Expert team: Coating Technology**



+49 2405 4470 122 or [coatingtechnology@cemecon.de](mailto:coatingtechnology@cemecon.de)

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