

## Premium starts with advice



Close cooperation between all departments ensures the best solution for the customer

## Coating expertise and individual support

80,000 tools per day. Individually coated on our own systems. What sounds like industrial mass production is actually a high-precision, customized process at CemeCon. Because behind every premium coating there is not only state-of-the-art technology, but also intensive personal support and decades of expertise.

CemeCon offers tool manufacturers much more than just a high-quality coating: the company sees itself as a partner at eye level – with comprehensive advice, modern tools such as order tracking, coating app, web catalog and perfectly coordinated order processing. The basis: the world's largest coating center for cutting tools, bundled expert knowledge at one location and continuous further development of all processes.

## Well-established team for maximum customer proximity

“The fact that we combine all of our expertise in one place here in Würselen ensures a comprehensive and diverse wealth of experience from which our customers benefit. This allows us to work closely together across all departments. This leads to an optimal exchange of knowledge and ensures the best possible support for our customers in all matters relating to their premium solution,” emphasizes Dennis Miranda, Head of Sales Support at CemeCon.

Personal exchange, fast response times and technical depth characterize the cooperation. From the technical field service to the back office and product management, everyone involved works hand in hand –

flexibly, competently and solution-oriented. Whether on site, by telephone or online – customer-specific support is firmly anchored in the CemeCon system.



Dennis Miranda and the Sales Support team provide customers with individual and flexible support in the coating service

## Individual coating solutions with a system

The Coating App offers a very special service for those who want to get their own overview first: it provides initial recommendations for the right coating with just a few clicks – quickly, intuitively and available at any time. “Depending on the tool, application and the material to be processed, tool manufacturers receive a recommendation for the right coating material. This already defines 50 percent of the premium coating,” explains Dennis Miranda. CemeCon then takes care of the finishing touches – such as variants, parameters and process steps – in close consultation with the customer.

Where the highest requirements meet complex applications, the engineering team at CemeCon combines a deep understanding of the process with the most efficient coating processes – HiPIMS and diamond – to develop a customized solution. The decisive factor here is not the process or the coating material alone, but the precise coordination of all parameters with the substrate, geometry and machining task. The individual coating configuration is developed on the basis of a sound analysis: coating material, coating thickness, tolerance, pre-treatment, finishing – everything is optimally combined (more information on engineering on page 4–5). Experience shows: thanks to the close integration of all areas, the full potential for tool manufacturers can be exploited in engineering, and coordinated high-performance coating solutions are created.

## Smooth processes through to delivery

CemeCon also sets standards in logistics and packaging. Whether with its own delivery service, specially developed transport boxes or established parcel services – the safety and punctuality of the supplied tools is paramount. In addition, digital order tracking ensures maximum transparency: “We want to give our customers more flexibility. They can look up when their tools will be ready for dispatch at any time,” says Dennis Miranda.

What remains is a well-rounded overall package: successful precision tools are the result of an optimal substrate, well thought-out geometry – and a premium coating that is tailored to the respective application down to the smallest detail. CemeCon not only supplies coating materials, but also partnership-based support that makes the difference.

## **Do you have any questions?**

Our coating service expert team can be reached at:

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