

Customer satisfaction at **LiSEC** Australia hoisted as top priority

When LiSEC first entered Australia, it was a humble beginning. The Sydney branch, established back in 2006, operated with a team of just three. Angela De Maina, Projects and Service Coordinator and a long-term employee, recalls in the early days they processed only a handful of orders and responded to a couple of queries in a day. Since then, the subsidiary has experienced remarkable growth, a testament to its

commitment to excellence and innovation. Today, the team has expanded to twenty-nine, functioning seamlessly across three core departments: projects, service, and spares.

A CONSOLIDATED REGIONAL FOOTPRINT

LiSEC now holds an impressive share of glass machinery and software in the region. With such a substantial presence, effective collaboration

within the team is essential. Meeting customer demands requires a synchronised effort and a shared vision. At LiSEC Australia, it's not just about business; it's about building relationships. The professional bonds among colleagues extend beyond office walls, creating a close-knit team that operates like a small family.

The machinery service and spares department serve as a driving force behind the company's operations. Na-

tional Projects and Service Manager, Ben Cutler leads the team of ten who spend most of their time on the road - working on installations, machinery rebuilds, and mechanical adjustments.

LOGISTICS

Australia's vast land expanse poses logistical challenges for the team. With technicians scattered across the country, service technicians must be versatile. These 'all-rounders' blend mechanical and electrical knowledge - a dual trade to support LiSEC machinery nationwide. Each customer site presents unique conditions, with varying machines and workflows. Factor in the rapid evolution of mechanical and digital technology, and adaptability becomes essential. The service department has recently strengthened its footprint by recruiting additional technicians due to commence in March and April to support New South Wales, Western Australia, and Victoria - one installation and adjustment at a time.



With comprehensive solutions that consistently maintain the traction of its historical successes, LiSEC Australia continues to put customer satisfaction first. Having evolved from a small team, the company's close-knit staff - more numerous now - exhibits both logistical prowess and software expertise as they remain poised to lead tomorrow's innovations in glass automation.

SOFTWARE

Simultaneously, the software department plays a pivotal role by providing critical support for functions like GPS.order, prod, and autofab to clients in Australia and New Zealand. Led by Adam Zinman, Head of Automation HUB Region Oceania / SE Asia, this dynamic team of six specialises in intricate and highly technical software domains. The department has seen recent changes. They extend their gratitude to Varun Mohan, Support Engineer, whose significant contributions have helped ensure the team's suc-



cess. As Varun embarks on new endeavours in Dubai, he will continue to support Australian customers from afar. Alongside senior technicians Isaac Watts,

Ryan Boyd, and Mutahir Hameed, the team warmly welcomes two new members: Yathuran Balachandran and Michael Hallinan. Yathuran, who joined in September of last year, has integrated with ease into the team and brings a strong background in IT support, management, and order entry. Michael, who came aboard in January, boasts five years of experience with Rockwell Automation. His specialisation in PLC's and MES ensures a smooth transition into his new role.

ALL EYES TRAINED AHEAD

Going forward into 2024, LiSEC Australia's vision is to be the partner of choice for glass processors' automation requirements and their digital transformation journey. Twain Drewett, Head

of HUB Region COS - Oceania / SEA, explained the future plans thus: "Our key focus is to increase LiSEC's value proposition to existing and new customers by providing 'all-in-one solutions' that combine top-tier machinery and software with quality end-to-end support services, with customer success central to all that LiSEC do every day."

ABOUT LISEC

With headquarters in Seitenstetten/Amstetten, Austria, LiSEC is a worldwide group of companies that for over 60 years has provided individual and comprehensive solutions in flat glass processing and refining. Its businesses include machines, automation solutions and services. In 2023, the group achieved an export ratio of around 95 percent and generated sales of almost EUR 300M with roughly 1,300 employees and 20 locations. LiSEC develops and manufactures glass cutting and sorting systems, single components and complete production lines for fabricating insulating glass and laminated glass, as well as machines for glass edge processing and tempering. With reliable technology and intelligent automation solutions, LiSEC sets standards in quality and technology and significantly contributes to the success of its customers.

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