

# Help desk at **CUGHER GLASS** a beacon of service excellence

**I**n 2020 the help desk department at Cugher Glass hit the ground running. Over the intervening years till now it's gained ever more traction - raising a diffused consciousness throughout the company of renewing its assistance service to customers as a key priority that's strengthened year after year.

The service itself is composed by a dedicated team of experts - all of whom are seasoned workers within the glass industry and can assist customers at any time in the event of some machine or line problem. This is achieved thanks to well-structured organization which also leverages customized technologies. Here each client can benefit from:

- a dedicated number and email
- a hot line that's available from Monday to Saturday (from 07h00 to 00h00)
- a ticketing system by which requests are all tracked
- on site assistance, if needed



Ever since its launching in 2020, CUGHER GLASS' help desk has come to rank among the company's most coveted services - all thanks to its core values, which typically insist that no project ever ends simply upon the commissioning of a plant. Continuous assistance, too, remains no less essential to defining the ongoing success of any customer relationship over time.



**Yes,  
we help!**

### IN SYNC WITH THE CLIENT

A ticketing system maintains continuous dialogue between customers and the Cugher help desk team over time. Each client has clear credentials to access the portal and the system collects all requests -however detailed and exhaustive- thereby creating a history of every form of assistance offered, such that no information can get lost. Issues of any kind can be solved via remote connection, or even very swiftly on-site as needed, so as to not to lose production time. During on-site interventions, Cugher operators can also take advantage of smart glasses by which to work freely whilst sharing a remote view with some other technician in real-time - so ensuring the collaboration of all Cugher experts if necessitated.

### CONTRACTUAL FEATURES

With a customization that fully characterizes the company's client-centricity and in order to best satisfy individual preferences, the Cugher commercial department has elaborated different proposals to ensure help desk service access. Indeed, included among the options is the chance to have a maintenance

contract that's defined according to specific features of the customer's line - a service designed to ensure continuous production that's free of interruptions attributed to lengthy downtime machine faults. Besides the aforementioned benefits, the contract includes scheduled visits for preventive maintenance - all from expert technicians who will also provide suggestions to ensure machine capability can be best exploited to meet the latest requirements. In relation to spare parts management as well, the help desk works closely in sync with Cugher's most consolidated service system. In this way Cugher Glass has established its approach to customers via the format of a consultancy relationship - always from the company's solid commitment towards reinforcing its assistance service to pursue a key goal of the company, i.e. to build trust over time.

**Cugher Glass Srl**



Via G. di Vittorio, 70  
20026 Novate Milanese (MI)  
Italy  
Tel.: +39-02-66207762  
Fax.: +39-02-662-02917  
E-mail: info@cugher.com  
[www.cugher.com](http://www.cugher.com)