Hörmann Service – Above and Beyond

*With the provision of high-quality service and training for the Industrial sector high on the list of priorities for Hörmann UK, Phil Clark, Industrial Service Manager, shares his thoughts on 2020 and looks forward to 2021.*

Looking back to the beginning of the year Hörmann was fully focused on continuing its service growth strategy implemented in 2019 and looking forward to providing a full program of industrial installation and service training at our Academy in Coalville. Little did anyone think that by March we would be suffering the effects of the COVID-19 Pandemic and entering a period of lockdown.

Going into the lockdown two thirds of the Hörmann UK workforce were furloughed, however the service department was very much open for business albeit on a reduced basis and working from home. A core team of service engineers remained on the road as we recognised the importance of supporting our customers in keeping vital food and equipment distribution centre’s up and running.

With all the Hörmann Group manufacturing plants remaining open during the lockdown there was a steady stream of product being shipped into our Coalville headquarters ensuring the continuous supply of spare parts. This was a clear commitment from our German colleagues to support the UK service department and our customers.

Since the easing of the lockdown we have gradually brought all our service staff back to full time working, with the department now working a mixture of time split between the office and home. Our team of service engineers are now fully back visiting and assisting customers whilst taking the necessary precautions to ensure safe working practices.
Even with the additional challenges we face coping with COVID-19 we have not lost sight of our primary objective of working closely with clients and end users to ensure the safety, security and efficiency of their warehouse operations. With the provision of a team of highly skilled service engineers and a structured program of servicing any down-time can be kept to a minimum.

At Hörmann we recommend loading bays and industrial doors are serviced at least twice a year, or more frequently if they are in a high usage area, and we are constantly working with clients to develop tailor-made solutions and service programs to suit their particular requirements. Our standard service procedure covers 30 – 40 different areas that are checked and analysed to ensure every aspect of the system is functioning correctly.

Our team can provide up-to-date information and advice on how loading and door operations can be adapted to reduce the risk of downtime, accidents, or potential damage. If a certain type of fault is occurring frequently, our service engineers can work closely with clients and can draw on global experience to design and develop a bespoke solution. This is part of our commitment to building long term relationships with our customers throughout the whole lifetime of their logistics operation.

Using Hörmann as a servicing partner means that clients will benefit from a specialist who has expert knowledge of the systems and doors and will only ever use Hörmann parts ensuring the operational integrity of the doors and as an OEM, all components are manufactured by Hörmann meaning there is no reliance on third party suppliers. Hörmann systems are all open parameter and all technical and service-related information is available on-line, so our clients and trade partners have instant access to support materials as and when needed.

Whilst our service engineers are the visible face of the service operation they are supported by a whole team behind the scenes – a large department dedicated to planning, the provision of spare parts, technical advice, and training. The launch of our Academy in 2019 is part of our commitment to support the next generation of engineers through free first-class training and support. At the beginning of 2020, 16 courses had been scheduled for the year and by the time of lockdown they had all been fully booked. Unfortunately, these had to be cancelled with only on-site installation training and guidance continuing.
Looking forward into 2021 we now are actively investigating how we can deliver our training sessions using different formats. We are looking at a mixture of remote web-based courses combined with physical installation training at the Academy, for smaller numbers than previously offered and subject to COVID restrictions.

2020 has certainly offered up plenty of challenges for the logistics and warehousing industries but at Hörmann they have been met and dealt with in flexible and creative ways that we would not have considered before. 2021 will see us continue to build on our objective of providing the highest standards in servicing and support - working closely with our partners and customers to ensure that their operations can continue to meet the demands of an expanding market.

For further information on Hörmann (UK) Ltd, call 01530 516880 or email us at doorsales.lei@hormann.co.uk

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Issued by Parkgate Communications on behalf of Hörmann UK. For further information contact Sheila Normington on 07990 636398 or email sjnormington@outlook.com