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Press release

Swisslog Warehouse & Distribution Solutions completes the modernization of the Global Help Desk at its Americas headquarters in Newport News, VA to keep pace with a rapidly growing client base.

Newport News, VA, March 30, 2017 – Swisslog Warehouse & Distributions Solutions, a leading provider of best-in-class intralogistics automation solutions, has made significant investments in the expansion and modernization of its Global Help Desk operation. The optimization of the operation comes on the heels of Swisslog achieving its largest order intake ever in 2016 and was strategically planned in parallel with this tremendous growth and the need to technically support a number of new, advanced project installations. At the same time, long-term customers will also enjoy the benefits of the newly optimized Global Help Desk.

The Newport News, VA Global Help Desk supports customers in the Asia Pacific, Americas and European regions with 24/7, remote technical trouble-shooting and condition monitoring for many top tier clients in the E-commerce/Retail, Food & Beverage, Pharmaceutical and Automotive segments. Enhancements to the large monitoring support area include a new high-tech system that enables the team to be more proactive than ever before in detecting and diagnosing problems remotely. In addition, in-depth metrics and analysis of call volumes and patterns continually helps Swisslog to focus on resource allocation and scheduling for its customers when they need it most.

“It’s an exciting time in our industry. Innovations are happening quickly, and Swisslog invests in our team and offerings so that we can continue to deliver exceptional customer value,” said Nicholas Trippree, Vice President of Customer Support, Swisslog WDS Americas. “Not only have we improved our Global Help Desk but we are staffing it with a larger team that also includes expert engineers on site at all times who are available to tackle the most challenging, technical situations.”

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About Swisslog

Swisslog designs, develops and delivers best-in-class automation solutions for forward-thinking hospitals, warehouses and distribution centers. We offer integrated systems and services from a single source – from consulting to design, implementation and lifetime customer service. Behind the company's success are 2,500 employees worldwide, supporting customers in more than 50 countries.

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Swisslog is part of the KUKA Group, a leading global supplier of intelligent automation solutions.

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