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## FEATURE

### **Kosme puts customer service first with UK-based engineers and spares**

In the fast moving world of food and drink production, downtime, due to routine servicing or repair, can prove to be a major headache and is potentially very costly. This is further complicated by the often unique and bespoke nature of many machines being used today. As a leading supplier of high quality turnkey filling, labelling, packaging and conveying machines, Kosme UK recognises that giving peace of mind is a vital part of the service they offer. Kosme UK are one of the few suppliers of non-UK manufactured machines to maintain a team of dedicated UK based engineers and UK spares to meet potential needs.

“Supplying machinery is only part of the solution,” says Richard Portman, Managing Director of Kosme UK. “Like anything mechanical, filling, labelling, packaging and conveying equipment needs to be maintained and serviced at regular intervals to ensure it can continue to perform it’s duties, to the best of its capability and extend it’s service life. Kosme machines are developed and built by our manufacturing plants in Italy, and like many other foreign-based manufacturers this means we have to ship parts over to the UK. However, we feel that the inevitable delay caused by ad-hoc delivery of parts is unacceptable. So we have taken the lead and established a dedicated, UK based and run service team of expert engineers and parts that can be on site anywhere in the country within a short space of time.”

Kosme UK’s dedicated servicing team carry a wide range of spare parts with them in their vehicle, so the vast majority of needs can met as soon as the engineer arrives. Because they work closely with their engineering colleagues

in Italy, Kosme UK's team all have extensive training and experience of the machines they work on and access to the very latest diagnostic and fault-finding equipment and software.

“Our team of engineers are also specifically trained to work in the unique conditions of a food production area,” adds Richard Portman. “We have used a specialist consultancy to advise and enforce the strict Health and Safety legislation involved with the sites our engineers visit as the maintenance of cleanliness is vital. This also means that all our engineers are qualified to work on the entire Kosme range, so there are no issues with getting specific experts to a particular site.”

As well as the team of mobile engineers, Kosme UK utilises the latest in mobile computing and smartphones to relay information back to the UK Head Office, or if required, directly to the Italian Head Office for analysis or advice. “We can detect most faults remotely and often these can be resolved at the same time. With any software it is often possible to perform firmware upgrades or patches to rectify or reprogram Kosme machines onsite. We have full access to the engineering teams who develop and build the machines so finding a solution is assured.”

**ENDS**

#### Notes to Editors

Kosme UK is a leading supplier of bespoke, turnkey filling, labelling, packaging and conveying machines for the packing and bottling industry. Working with customers, from comprehensive design, to project management, Kosme's goal is to fully satisfy the most demanding of packaging and bottling requirements. The company also offers extensive, on-site technical support and servicing with a dedicated UK team and parts for a rapid response to customer needs.

Kosme UK is an independently run part of the Krones Group, in close working partnership with Kosme's research, development and manufacturing facilities in Italy.

[www.kosme.co.uk](http://www.kosme.co.uk)

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