

Press release

Liebherr-Aerospace launches new service platform

Liebherr-Aerospace takes an important step forward in the world of online services by launching its new Customer Service Platform. The release provides an improved user experience and 24/7 access to new features.

Toulouse (France), May 12, 2021 – One year ago, Liebherr-Aerospace decided to transform its traditional customer portal into a service platform that not only gives access to technical publications but also enhances the customer experience by providing automated functions that facilitate business interactions and make the search for information faster. Today, Liebherr-Aerospace is launching the Customer Service Platform, which is the culmination of all the hard work that has been invested toward achieving those goals.

"Meeting customer expectations is *the* goal of the Service Platform project," says Alex Vlieland, Chief Services Officer, Liebherr-Aerospace & Transportation SAS. "Our new service platform provides online support and services tailored to the needs of our customers. It is bringing them increased efficiency and effectiveness by granting access to customized information quickly and in a highly secured environment."

The new platform features several brand-new functionalities, such as the "Repair Order Status" and "Technical Request" services, as well as an enriched range of training services for airlines and MROs with a new set of dedicated digital solutions. Customers can also exchange direct messages with experts in just a few clicks.

Following the launch of the Customer Service Platform, Liebherr-Aerospace will be working on additional state-of-the-art services, to be made available throughout 2021 and 2022.

About Liebherr-Aerospace & Transportation

Liebherr-Aerospace & Transportation SAS, Toulouse (France), is one of eleven divisional control companies within the Liebherr Group and coordinates all activities in the aerospace and transportation systems sectors.

Liebherr-Aerospace is a leading supplier of systems for the aviation industry and has more than six decades of experience in this field. The range of aviation equipment produced by Liebherr for the civil and military sectors includes flight control and actuation systems, gears and gearboxes, landing gear and air management systems as well as electronics. These systems are deployed in wide-bodied aircraft, single aisle and regional aircraft, business jets, combat aircraft, military transporters, military training aircraft, civil helicopters and combat helicopters.

Liebherr's aerospace and transportation systems division employs around 6,000 people. It has four aviation equipment production plants at Lindenberg (Germany), Toulouse (France), Guaratinguetá (Brazil) and Nizhny Novgorod (Russia). These production sites offer a worldwide service with additional customer service centers in Saline (Michigan/USA), Seattle (Washington/USA), Montreal (Canada), Hamburg (Germany), Moscow (Russia), Dubai (UAE), Bangalore (India), Singapore and Shanghai (People's Republic of China).

About the Liebherr Group

The Liebherr Group is a family-run technology company with a highly diversified product portfolio. The company is one of the largest construction equipment manufacturers in the world. It also provides high-quality and user-oriented products and services in a wide range of other areas. The Liebherr Group includes over 140 companies across all continents. In 2020, it employed around 48,000 staff and achieved combined revenues of over 10.3 billion euros. Liebherr was founded in Kirchdorf an der Iller in Southern Germany in 1949. Since then, the employees have been pursuing the goal of achieving continuous technological innovation, and bringing industry-leading solutions to its customers.

Image



liebherr-customer-services-print.jpg

Liebherr-Aerospace's new service platform offers a wide spectrum of functionalities.

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