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ABB centralises drives' customer support in UK

ABB has moved its variable speed drive (VSD) customer services team from Aberdeen to Daresbury, Cheshire, ensuring improved access to extensive technical support services across the UK.

Users of ABB variable speed drives (VSDs) across the UK can enjoy improved service response and delivery times following the relocation of the customer services team from Aberdeen to the company's UK head office in Daresbury, Cheshire.

The move aims to improve response to customer service queries by shortening the communication channels between the service support personnel who were in Aberdeen and the technical support and sales channel, who are based in Daresbury. Being in one UK location, the service delivery response will be shorter.

The team offers advice relating to VSD repairs, maintenance contracts, spare part sales, and warranty and provides advanced product and application support. It also helps coordinate any VSDs that need to be repaired at the UK workshop located at Coalville, Leicestershire. The service is available via phone or e-mail. If a query requires deeper investigation, it is escalated up to the highest level of support at the global factory in Finland.

"Motion services in Daresbury ensures that we now have all our services in one central location," says Anthony Rawson, manager for ABB's drives services. "By making one call, customers will be instantly directed to the relevant person. Getting questions answered quickly ensures that a customer's process runs smoothly with reduced down time and costs."

Heading up the Daresbury service team is Rebecca Giles, Customer Support Manager who says the move allows ABB to respond to evolving customer needs with greater agility: "With this relocation we can provide a "one-stop-shop" for all customers, whether they have a service contract with us or not, and provide enhanced support for our network of ABB Value Providers. By working closer together with the sales team, field service engineers and partners, we can provide better coordination and collaboration with our customers."

All UK service enquiries for ABB Motion should now be directed to 01925 741300, or email: gb-mose-service@abb.com.

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Caption: The Daresbury team offers advice relating to VSD repairs, maintenance contracts, spare part sales, and warranty and provides advanced product and application support, all in one place

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