

GLOBAL SOLUTIONS

GLEASON CORPORATION • KEEPING THE WORLD IN MOTION™

Go Mexico!

Queretaro, Mexico joins a growing number of Gleason Technical Support Centers worldwide—all working together to raise customer service and satisfaction to the highest possible level on every continent.

Industrial globalization, the emergence of gear manufacturing in more countries, and rising customer expectations everywhere have made customer service and support the highest of Gleason priorities.

Adding Technical Support Centers.

In addition to all the resources available at one of Gleason's half dozen manufacturing sites worldwide, customers are also being supported with a growing number of Gleason Technical Support Centers. Already five centers are operational, with more on the way. This task would be difficult enough if Gleason employed a 'one size fits all' strategy, but that's not how it works, according to Gleason Vice President Worldwide Sales and



Gleason Technical Support Center in Queretaro, Mexico

Marketing Gary Kimmet. "Customer requirements vary considerably from market to market, and region to region, so we must tailor our Support Center 'tool kit' accordingly," he says. "One center might have an emphasis on bevel gears vs. cylindrical; another might require a tool sharpening

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- 1 Manufacturing Sites
 - 3 Sales Offices
 - 4 Customer Technical Support Centers



Gear tool sharpening cell, designed to meet the requirements of local and regional customers.

capability. The common denominator is that all are putting service and support in closer proximity to major and growing business centers to ultimately ensure a faster, better, more complete service and support experience.”

“We’re putting service and support in close proximity to major and growing business centers...”

Gleason’s new Queretaro, Mexico Center, which opened in April, 2002 now puts substantial Gleason support capabilities close to major customers’ plants. Customers in the region now have immediate access to support services most likely to be required, including:

- Comprehensive training resources
- Process and application engineering support
- Tool management
- Spare parts inventories and on-site service personnel providing optimum uptime.
- Gear tool sharpening/re-sharpening and coating.

In addition to Mexico, other Gleason Technical Support Centers can be found in Novi, Detroit, Michigan, Kassel, Germany, Bologna, Italy and Bangalore, India. Through these Centers, and other manufacturing sites and sales offices, Gleason is represented in some 30 countries—and the list is growing. Stay tuned...

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