

# Presse

## **Comprehensive services portfolio for market partners**

### **Viessmann service package – from planning to installation to operation**

Viessmann provides its market partners not only with a full-range program for all fuel sources and areas of application, it provides them also with a back-up service concept that relies on providing full-service, worry-free support for trade partners.

In all phases – from taking stock to system selection, order procedure, assembly, commissioning, and system monitoring all the way to service support – there is an interconnected spectrum of services in the form of a digital workflow compatible with the contractors' software.

#### **Vitoguide with continuous data transmission**

The software is also supplied to the market partners as an app. Vitoguide is the main portal for contractors. The app combines programs like the configuration browser, the Building Energy Savings Check, and labeling in compliance with the ErP Directive (Energy-Related Products Directive) to create a personalized system selection. The professional partner can transmit the collected data or shopping cart contents to his contractor software, carry out his calculations, and subsequently order the components through the online ordering system (illustrative video at <http://youtu.be/i4QmFsmGGUQ>).

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#### **Significant market presence through sports sponsorships**

In addition to these and the software-supported services, there are campaign-related advertising materials accessible via the online

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portal and support of advance sales by means of brand presence in winter sports, for example, which attracted considerable attention from the media during the 2014/2015 season.

## **Service range expanded**

The service concept and its seven phases were presented on more than 120 square meters of space at ISH Energy 2015:

- **Taking stock** with digital data collection and Building Energy Savings Check
- **System selection** with configuration browser, interface with the contractor software and dimensioning tool
- **Order procedure** with online ordering system, interface with Viessmann software, and tracking the delivery
- **Assembly** with hydraulic configuration, electronics configuration, and coding settings
- **Commissioning** with start-up procedure assistant, registering for digital access, and automatic flow balancing
- **System monitoring** with system status, energy optimized operation, and online support
- **Service support** with spare parts app, audiovisual system, guarantee service and online portal for service information

## **Logistics, training, technical support**

Furthermore, Viessmann market partners benefit from a flexible logistics concept, the Technical Service department's customer-focused service, as well as the Viessmann Academy's demand-oriented training program, which teaches the necessary expertise in handling new technologies in a hands-on manner to heating specialists both in classroom and online training situations.

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