



MACHINE TOOLS AUTOMATION SERVICE & ENGINEERING

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**MIDWEST LARGEST MACHINE TOOL DISTRIBUTOR LAUNCHES THE  
FIRST TECHNICAL SERVICE CALL CENTER IN AREA**

SAINT LOUIS, — Hartwig, Inc.'s new call center gives technical phone support to its customers and features service technicians available in each of its 14 territories. The Service Call Center is staffed with 3 of its 42 seasoned service technicians. It is a joint initiative with all of its 7 offices in St. Louis, MO, Kansas, City Missouri, Wichita, KS, Broken Arrow, OK, Irving, TX, Denver CO, and Omaha, NE.

The call center enables Hartwig Inc. to quickly address technical questions, while maintaining personal technical support in its local offices. The combined tenure of the service technicians in the Call Center is over 45 years. Hartwig Inc. and each manufacturer they represent provided extensive training for each service call technician.

Service Manager Roger Ellis states "We want our customers to know that the call center does not take the place of local service technicians. It is an additional resource for getting calls answered. Customers will still have access to local personnel. The Service Call Center is intended for use when a technician is not available in the local office."

When a customer calls their local Hartwig Inc. office and asks for a service technician the call will be screened to find out if the customer needs to make a service call or if they would like help with a technical question. If a local technician is in the office, the call will remain in that local office. If not, the call will go into a call center manned at Hartwig Inc. and operated by 3 well known service technicians; Roger Ellis, Jeff Scace, and Ed Huffman. The Call Center is open from 7:30 to 5:00pm CST.

“We must be thorough in the screening process to make sure customers are taken care of in the most expedient manor possible,” states Ellis. The Call Center launched in January 2008.

Hartwig Inc. is the leader in Machine Tool distribution in the Midwest and has been in business since 1960 covering the states of Missouri, Montana, Idaho, Utah, New Mexico, Wyoming, Colorado, Oklahoma, Texas, Nebraska, Iowa, Kansas and Illinois.

Further information is available at [www.hartwiginc.com](http://www.hartwiginc.com)

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