### **International Tower Crane Conference**

Managing Director Liebherr Tower Cranes Marco Guariglia



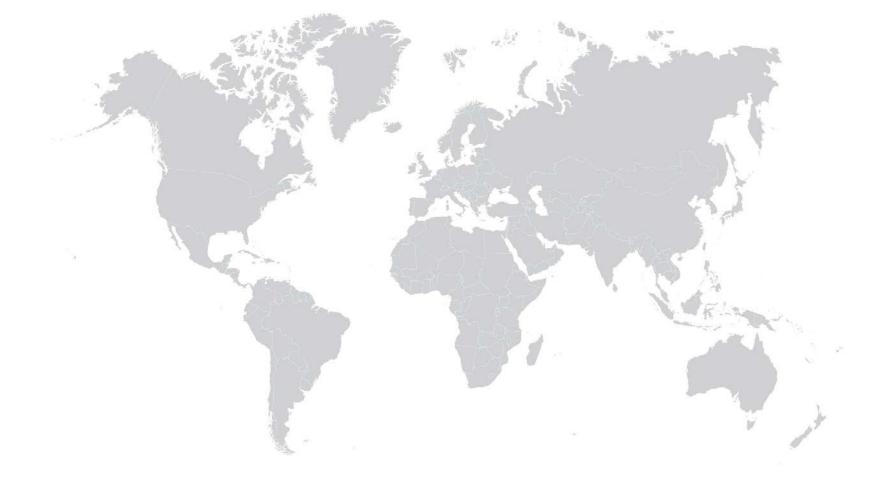


# Tower Crane Division Production













# Sales – market regions



Stefan Brandt

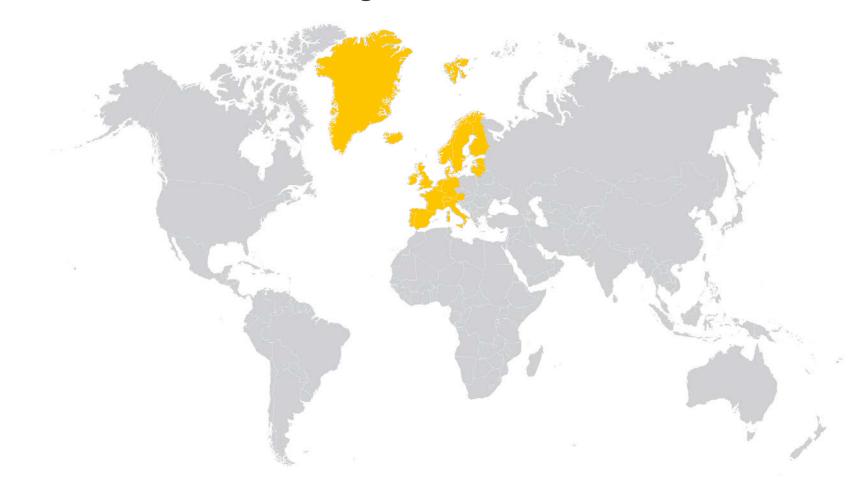


Liebherr Tower Crane Division

4

23/05/2017







David Griffin



Liebherr Tower Crane Division

5





Marco Guariglia









Alexander Sytchev









Gerd Booch



Liebherr Tower Crane Division

8

23/05/2017



# Sales – Tower Crane Customer Service





Achim Altenberg







Certification of tower crane operators and service technicians





### Certification of tower crane operators and service technicians







Certification of tower crane operators

The crane operator is one of **the most important persons** on the jobsite. He has a huge impact on **productivity and safety**.

customer statement





23/05/2017



# Certification of tower crane operators





13 Liebherr Tower Crane Division

23/05/2017



Certification of tower crane operators



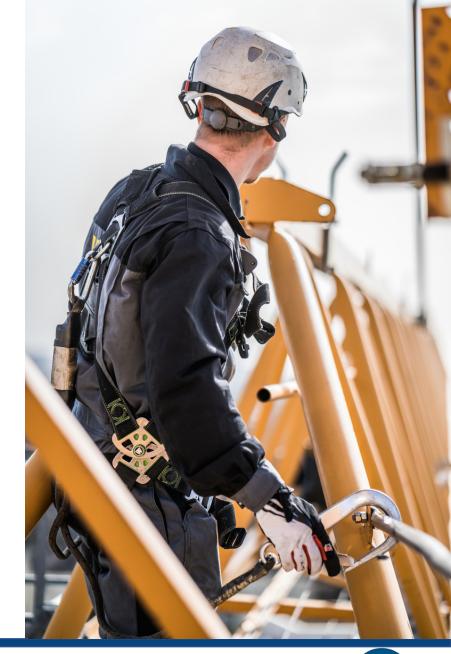




Certification of service technicians

#### Challenges

- Shortage of qualified technicians
- No defined vocational training
- Increasing requirements, complexity & customer expectations





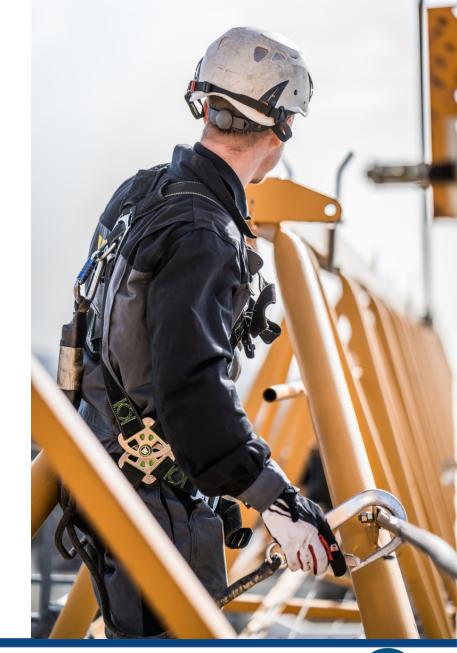




# Certification of service technicians

### **Certificate of Competence**

- Defined profile of qualification
- Modular training in soft & tech skills
- Coverage of legal requirements
- Individual development plans









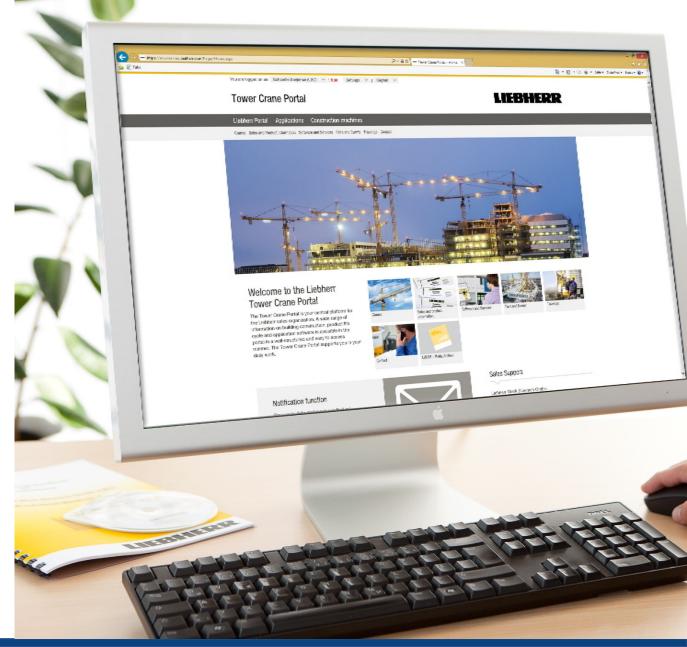
### **Tower Crane Portal**





### Challenges

- Increased complexity
- Faster reaction times required
- Worldwide











#### Easy access with single sign on for...

- affiliated companies
- dealers, sales & service partners
- rental & construction companies
- architects, technical construction offices











### But why?

- 24/7 everywhere everytime
- search & find your solution
- cross company cooperation
- 360° view around the tower crane

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	Liebberr-Werk Biberach GmbH	
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#### Content

- Software tools
  - Static Selector
  - Crane Configurator
  - Crane planers
  - LiDAT fleet management
  - Used crane portal
- Manuals
- IT supported spare parts orders
- Sales, Service & Tech Infos
- and so much more





# Tower Crane Portal

15 Software Tools4,120 Sales, Service & Technical information18,295 Manuals121,400 Static calculations

. . .

more than

# 170,500 Documents

and counting...





# Sales – Tower Crane Center





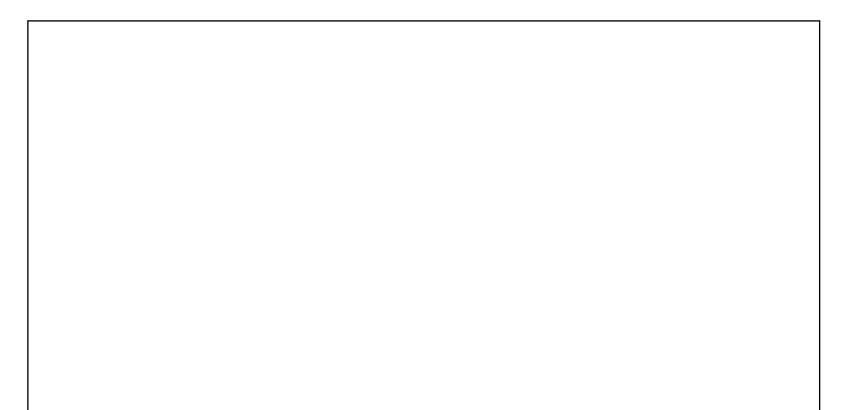
Aleksandra Meissner

#### Used & Rental Equipment





# Sales – Tower Crane Solutions





**Thorsten Hesselbein** 









# Thank you

Managing Director Liebherr Tower Cranes Marco Guariglia



