

Customer Interview: OPEN MIND Services



KÄRCHER

At Kärcher, a team of 15,330 people in 80 countries work together to make the world a little cleaner. As a sustainable family business, it is convinced that important things must be cared for so that they last and retain their value in the future. Kärcher offers cleaning and care solutions worldwide. As a product and as a service, Kärcher provides the complete package for professional users that is also an indispensable 'must-have' for every household. In 1935, Alfred Kärcher laid the foundation for success when he founded his company. Today, Kärcher is the world market leader in cleaning technology and a major global company with a turnover of €3.16 billion in 2022.

www.kaercher.com

Interviewees:

Achim Sanzenbacher

Head of Prototyping

Michael Bensch

CAM and milling specialist
in the prototyping team



Achim Sanzenbacher and Michael Bensch from Kärcher and Steffen Völker and Aleš Vurušič from OPEN MIND, from left to right.

Kärcher has been relying on the *hyperMILL*® CAD/CAM system for prototyping since 2018. Why did you choose *hyperMILL*® at that time?

We were looking for a provider that offered a comprehensive service with a technologically leading CAD/CAM solution. It was important for us to find a partner for reliable and trustworthy cooperation and with OPEN MIND, we were convinced by the software. We were also convinced by the innovative *hyperMILL*® strategies and in particular the 5-axis technology. Additionally, the individual services were decisive.

Switching to a new CAD/CAM system is always a challenge. How would you describe the implementation process?

It was clear to us that this would be a very demanding task. However, we knew very quickly that we had chosen the right partner in OPEN MIND. From the very beginning, there was always a continuous, solution-oriented exchange of information. People listened and we were able to turn to our OPEN MIND contact to solve any issues. Together, we analyzed and optimized processes. The implementation and process support went very smoothly. We always wanted this kind of support from a reliable partner.

What does this cooperation look like today?

Our OPEN MIND support engineer checks in regularly to see if everything is working or if we need support. This means we don't have to get involved ourselves and we don't have to worry about anything, which is exemplary. Additionally, we are beta testers and this gives us the opportunity to test new functions in the real production environment. We are impressed by the mutual support and the exchange of experience. Ultimately, we can say that we have received an overall concept that works all around. With *hyperMILL*®, we have a high-performance CAD/CAM solution and convincing services in all areas.

Visit our website to learn more about the comprehensive OPEN MIND services!



www.openmind-tech.com/en/service/

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