

igus® technical consultation via LiveChat has begun

Digitisation of the igus services enables customers to get speedy advice at [igus.eu](https://www.igus.eu)

Using the LiveChat on the igus website, customers now have another opportunity to get in touch with the motion plastics specialist, quickly and easily. Whether it be questions concerning the design, new products, materials technology or price requests, the igus experts from the e-chain, cable and bearing technology sales division satisfy the most varied requirements of the chat users.

The LiveChat is part of further enhancement of the customer service by investing in the digital infrastructure. With 30 freely available online tools and 16 free apps, igus already offers the opportunity to get the desired product without spending a lot of time. By means of the freely available online tools such as the new iglidur expert, the customer can calculate, configure and order lubrication and maintenance-free plastic solutions. In order to make the dissemination of information and selection from more than 100,000 motion plastics products even easier, the user-friendliness of the igus website has been further enhanced, for example with the help of new filtering possibilities in certain product areas. Together with the set-up and expansion of the new webshop, customers are now able to access the exact product they need more quickly.

And even for personal contact, customers benefit from the new possibilities of digitisation of the service. Within the scope of personal support and consultation, the igus employee can carry out a calculation and configuration directly on site, submit an offer and, if desired, the customer can order the right product immediately. In support of this igus field staff have all been equipped with tablets and the company's own engineering software. Moreover, the igus telephone service and teams specialising in the 16 product segments as well as consultants with expertise in 13 industries are also available for the customer.

PRESS RELEASE



The chat is available between 8.30 am and 4 pm. The igus LiveChat is available in Germany, the UK, USA, France, China and Poland, among others, and will be launched in other countries.

The LiveChat can be found at www.igus.eu

Caption:



Picture PM0617-1

The LiveChat is part of further enhancement of the customer service by investing in the digital infrastructure. This makes it even easier for customers to reach the individual lubrication and maintenance-free product, which improves their technology and lowers costs. (Source: igus GmbH)

PRESS CONTACT:

Oliver Cyrus
Head of Media and Advertising

igus® GmbH
Spicher Strasse 1a
51147 Cologne
Tel. 0 22 03 / 96 49-459
Fax +49 22 03 / 96 49-631
ocyrus@igus.de
www.igus.de/de/presse

ABOUT IGUS:

igus GmbH is a globally leading manufacturer of energy chain systems and polymer plain bearings. The Cologne-based family business has offices in 35 countries and employs 3.180 people around the world. In 2016, igus generated a turnover of 592 million euros with motion plastics, plastic components for moving applications. igus operates the largest test laboratories and factories in its sector to offer customers quick turnaround times on innovative products and solutions tailored to their needs.

The terms "igus", "chainflex", "CFRIP", "conprotect", "CTD", "drylin", "dry-tech", "dryspin", "easy chain", "e-chain", "e-chain systems", "e-ketten", "e-kettensysteme", "e-skin", "energy chain", "energy chain systems", "flizz", "ibow", "iglide", "iglidur", "igubal", "invis", "manus", "motion plastics", "pikchain", "readychain", "readycable", "speedigus", "triflex", "twisterchain", "plastics for longer life", "robolink", "xiros", "xirodur" und "vector" are protected by trademark laws in the Federal Republic of Germany and internationally, where applicable.