

Flow ensures customer proximity and short reaction times even in Eastern Europe:

Quintuplication of turnover calls for new sales and service centre

Bretten, September 30th, 2008 - Waterjet cutting is a technology which is becoming more and more in demand, and not only in Germany. Especially Central and Eastern European countries, whose economies have been growing faster than in the West for years, have increasing needs for modern production technology. The technological leaders in waterjet cutting, Flow Europe GmbH also noticed this. Until now customers from central and Eastern Europe were served from Germany. A doubling in turnover in this region within the last three years means that an office on location is now indispensable. On 25th September therefore the Flow sales and service centre for Eastern Europe was opened in Brno, Czech Republic. From here, in the first step, six employees will supervise all customers in the central and Eastern European markets, beginning in the South with Croatia, Slovenia, Hungary, Romania, via Poland, Czech Republic, Slovakia, Russia, Belarus, the Ukraine, right into the Baltic in the North. This step was also necessary because customer proximity and short reaction times are very important to the service orientated companies. Due to customer proximity it will be possible in the future for waterjet experts to adhere more strongly to the needs of new developments on location. At the same time the office stays in close contact with Flow Europe in Bretten and can make use of the competences of the service workers there at any time.

Apart from Charles Brown, the CEO and Jeff Hohman, the executive vice president of the Flow International Cooperation, Seattle, USA, the manager of Flow Europe GmbH, William Wallace Wifler and the American general consul were present at the official opening celebration. Selected customers from Eastern Europe, business partners and representatives from politics and economics were also invited. The agents and traders who represent the water jet experts in the relevant countries were also present at the event.

Picture 1a Flow ensures customer proximity and short reaction times even in Eastern Europe by opening the new sales and service center Flow Eastern Europe. (from left to right: Greg O'Connor & Hana Obrusnikova, Embassy of USA, Prague CZ; Richard Graber, Ambassador of USA, Prague CZ; Jeff Hohmann, EVP of Flow International Cooperation, Seattle, USA; Ivan Melicher, Country Manager Flow Eastern Europe; Charles Brown, CEO of Flow International Cooperation, Seattle, USA)

Picture 1b Jeff Hohmann, EVP of Flow International Cooperation, Seattle, USA and Charles Brown, CEO of Flow International Cooperation, Seattle, USA (from left to right)

Pictures: courtesy of Flow Europe GmbH

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With more than 30 years of experience and more than 10,000 installations Flow is the world market leader in the development, design, and sales of ultrahigh-pressure pumps and complete waterjet and abrasivejet cutting systems for processing a wide variety of materials.

Flow Europe is a subsidiary of Flow International Corporation, USA, and European Headquarters for all products relating to ultrahigh-pressure waterjet cutting technology. Flow Europe has subsidiaries in Czech Republic, France, Italy, Spain and the UK.

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