

## Media Release

Mundelein, IL, USA, November 1st, 2022

### The Rollomatic Group Appoints Customer Experience Manager

The Rollomatic Group is pleased to announce the appointment of David Ducsay as Group Customer Experience Manager for the geographical area of North America. David will take over the operational management of the customer service team, field service, hotline and parts & logistics teams for the range of Rollomatic and Strausak CNC tool grinding, peel grinding and laser cutting machines.

“We selected David Ducsay for this role based on his extensive experience in the management of customer service departments. His support-oriented approach and his strategic mindset will benefit our customer base, and such qualities are key to further enhance the reputation of the two brands, Rollomatic and Strausak in North America”, said Eric Schwarzenbach, President of Rollomatic Inc. “David will be instrumental in managing and training of the service and logistics teams in their effort to successfully care for our large satisfied customer base which we have built up over the last 30 years, and in maintaining our market position of building reliable and precise machinery. Our reputation is and will continue to be stellar and impeccable. The experience our customers make when interacting with our teams is a high priority for us.”



After establishing himself as a control technician, David translated these skills and expanded his career into field service management. He spent over 20 years at a renowned large Japanese industrial equipment manufacturer as National Field Service Manager where he demonstrated skills and aptitude to build and lead a service team that provides outstanding customer support. David repeatedly showed a high level of customer engagement as well as a very friendly and calm personality which is an invaluable asset in support. David’s hands-on understanding of all technical aspect in machines and equipment will greatly benefit the customer base.

David will also join the Group Management Team at Rollomatic/Strausak North America.

Rollomatic Inc. and Strausak Inc., located in Mundelein, Illinois, are subsidiaries of their respective parent companies with Rollomatic Group being a privately-owned Swiss company established in 1989 in Le Landeron, Switzerland. The US Headquarter was launched in 1994 to provide local customer service and support throughout the U.S., Mexico and Canada.

This location features a 29,000 sq. ft. building with a showroom and training area as well as warehouse and engineering offices. This showroom provides an ideal atmosphere for machine demonstrations, software training and test grinding, while offering an opportunity to explore the latest machine offerings.

Rollomatic and Strausak are looking to the future with its partners such as the EPFL (Swiss Technical University in research, teaching and innovation) so they can be at the center of the innovations and in-depth discussions shaping the Fourth Industrial Revolution. True to their Swiss origins, the companies operate at the highest level of precision and offer 100% Swiss-built or Swiss-designed products and services. Rollomatic and Strausak are in constant pursuit of excellence in quality and accuracy.

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