

Speaker: Guido Reisch & Uwe Damberg

Profile

Guido Reisch (Head of Global Services), TDM Systems

Guido Reisch has managed the TDM Systems service area as the Head of Global Sales since 2019. Guido Reisch knows the requirements of IT customers in detail, as he has worked in the IT sector for almost 30 years and has gained extensive knowledge. Before coming to TDM Systems, the native Westphalian, who had completed a master's degree in computer science, had worked in a range of roles, including internationally, for an American IT corporation. Guido Reisch is currently working with his team on modernizing the service offerings from TDM Systems.

Uwe Damberg (Manager Service & Projects), TDM Systems

Uwe Damberg started his career at TDM Systems 20 years ago. He knows the TDM software and service and project management requirements like the back of his hand, as he carried out customer projects in his first few years and supported various service tasks. Since 2009, he manages the Service and Project Management departments and, thanks to his extensive expertise, can combine customer requirements with the internal organization. He supports the development of the service and the transfer of TDM knowledge.

Title

- TDM Service – Adding New Value in Service

Focus/ Target Group

- New customers
- Existing customers
- Users
- Decision makers

Duration

- 45 minutes

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Focal Points/ Contents

Guido Reisch and Uwe Damberg will discuss with you the service offerings and how other valuable offerings for customers are currently designed.

- Further development: Reorientation of the Service team at TDM Systems
- New service offerings: What do these look like and what are the advantages for users?
- Advantages of digitalization: How digitalization improves customer service
- Flex Care Credits: What are these and what are the advantages for our customers?
- Migration TDM – Global Line: What role does service play here?